

Overview of the Connected Hearts Remote Patient Monitoring Program (RPM) and how to enroll your patients.

## What is the Connected Hearts Program?

Connected Hearts, Mount Sinai's remote patient monitoring program, allows you to monitor your patients' blood pressure and weight from the comfort and privacy of their own homes.

## What devices are involved?

Enrolled patients receive a Bluetooth-enabled blood pressure monitor and/or a body weight scale, along with a cellular-enabled data hub in the mail. Setup assistance is provided.

**An Omron Blood Pressure Monitor**



**An Omron Body Weight Scale**



**A Data Hub (With Charger)**



## How does the program work?

A partnership with the patient's physician and pharmacist is key to facilitating patient enrollment. The pharmacist completes a comprehensive assessment to design a patient-specific clinical plan. Steps include:

### 1 Care Team



After physician recommendation and referral, the patient is aligned with a **navigator care** and **pharmacist** who introduces the program and completes enrollment.

### 2 Program Onboarding



**Within 3 weeks**, patients are setup with their devices, their care team, receive training and scheduled for their first visit with the pharmacist.

### 3 Clinical Collaboration Begins



**The pharmacists** facilitate care path changes with patients through collaboration with **referring physicians**. Providers will also be notified on out-of-range notifications.

### 4 Referrals and follow-up



**The pharmacist'** orders labs, referrals and addresses additional concerns with comorbid conditions and coordinates with care management and Community-Based Organizations as identified.

## Mount Sinai Health Partners Connected Hearts RPM Program Continued

### Additional program details:

- High or low out-of-range notifications are sent to the pharmacist. Default thresholds are determined at the time of enrollment and are detailed in progress notes. Patients are called during normal clinic hours as needed. For nighttime support, patients are given an after-hours business phone number.
- Patients are educated on signs and symptoms that warrant an ER/urgent care visit.
- Providers are asked to cosign charts and orders per billing requirements. Clinical pharmacists share treatment updates.
- Patients' health data is securely encrypted and automatically sent to the provider's EMR. If a health concern is detected, your practice is alerted.

### What are the costs of the program?

- **The device is free for patients**; there are charges for monthly data transmission & E/M.
- Medicare & Medicare Advantage plans cover the service; if the patient has secondary insurance, then cost sharing will likely be covered 100%. Otherwise, the patient may be responsible for a 20% coinsurance (about \$8-20/month).
- If the patient cannot afford the program, the pharmacist will still manage them per usual care

### How should I inform my patients about the program?

Here are some key talking points you can use in your interactions with your patients.

*"In order to better manage your blood pressure, I'd like you to work with our clinical pharmacist who I work with directly. She will work with you in between our visits to make sure your blood pressure is under control. She can meet with you in person or by telephone. Depending on your plan, she can offer you a blood pressure machine that has the ability to send your blood pressure numbers to me in clinic when you take your blood pressure at home. It's great because I will get to see how your blood pressure is when you're relaxed at home, and the pharmacist will be able to work with you and me to get your numbers under control even faster. If you are interested, I will have our clinical pharmacist contact you to give you more information and help enroll you in the program."*

### How do I enroll my patients?

**Enroll your patients with hypertension and/or heart failure** (uncontrolled or previously uncontrolled).

Refer patients via EPIC referral order '**condition management**' to initiate the enrollment process with the program navigator. Do let us know if you have communicated with the patient about the program.

**Questions?** Contact the MSHP Pharmacy Team at [MSHP.Pharmacy@mountsinai.org](mailto:MSHP.Pharmacy@mountsinai.org).

#### Have a question?

Download the [Frequently Asked Questions Guide](#)

#### Need help?

Email the MSHP Pharmacy Team [MSHP.Pharmacy@mountsinai.org](mailto:MSHP.Pharmacy@mountsinai.org)