

Terms of Business

This document outlines the 'terms of business' between you and Care-Connect with an address of Floor 7, RSA House, Dundrum Town Centre, Sandymount Road, Dundrum, Dublin 16, D16 FC92.

Terminology

The term 'care programme' is the name given to clinical digital and in-person services provided by Care-Connect for specific clinical conditions. This is a service open to Irish Life Health members. The Heart Care Programme and Respiratory Care Programme is available to Irish Life Health members on all hospital plans (excluding First Cover and First Cover Extra).

The term 'doctor' or 'doctors' means a doctor or doctors working at Care-Connect who are registered as medical practitioners with the Ireland Medical Council.

The terms 'nurse' or 'nurses' means a nurse working at Care-Connect who are registered with the Irish Nurses and Midwifery Organisation.

The term 'law' shall be construed as a reference to any law (including common or customary law), statute, judgment, regulation, directive, bye law, order, ordinance or any other legislative measure of any government, supranational, local government, statutory or regulatory body or court, in each case having the force of law.

Our clinical responsibility to Care-Connect patients

Our nurses take the same responsibility for each patient as they would if they were seeing a patient face to face. The digital nature of this service in no way diminishes the professional obligations that our clinical team owes to a patient. The material and information available on the Care-Connect website is intended for informational purposes only and does not constitute health or other advice nor should it replace face-to-face consultations with your own family doctor or medical specialist.

The importance of providing true, timely and complete information

You agree that all information that you provide to our clinical team will be true and complete to the best of your knowledge and that you will not purposefully omit to provide information that could reasonably be judged to be potentially relevant to our clinical team in providing the service.

Care-Connect Irish Life Health Member Scope

The service is provided to Irish Life Health Customers. Customer verification will be carried out by Irish Life Health.

Once verified by Irish Life Health, you will be contacted by a member of the Care-Connect team to coordinate your onboarding to your requested care pathway. Dependent on the programme you wish to access, you may be asked to complete an administrative onboarding call with a Care Coordinator (approximately 15 minutes) and/or a clinical onboarding call with a Care-Connect nurse (approximately 45 minutes).

Where your care pathway requires it, the team will support you to download the required smart device application ('app'), as provided by Luscii (<https://luscii.com/en/home>) in order to participate in the programme.

Once you have been assessed and deemed clinically eligible to participate in a specific care programme, you will commence the programme.

If you are participating in a monitoring programme, you will be requested to measure certain clinical measurements relevant to your clinical condition (blood pressure, heart rate, peak flow or weight). You will be prompted by the monitoring app to input these measurements. You will also be requested to complete a symptom checker and mood score weekly. You will be provided with all equipment you require to participate in the programme. Where clinical concerns arise or signs of clinical deterioration are identified, your case may be escalated to the appropriate clinical services such as your GP, and you will be notified of the same.

If you are participating in the Care-Connect Sleep Apnoea Programme you will be sent a WatchPat® device and supported by the team to undertake your sleep study at home. The results of your sleep study will be reviewed by a Care-Connect Respiratory Consultant. A report will be sent to your GP.

If you are participating in the Care-Connect Hypertension Screening Programme you will be sent a blood pressure monitor and requested to monitor your blood pressure at home over two weeks. Following screening, and where appropriate, you may be offered the opportunity to join the Hypertension Support Programme. If you do so, you will continue to monitor your blood pressure at home while the team will coordinate with your GP to optimise your medication. You will also be provided with clinical and educational support.

The Care-Connect clinical team is available, and monitors the service, between the hours of 8.30 to 5.30, Monday to Friday. This is not an acute or urgent care service. If you require an ambulance or emergency services, during these hours, Care-Connect can support you to access emergency help, however, it remains your responsibility to contact your GP, local A&E, or emergency services during out-of-hours, bank holidays, and weekends.

The clinical team may contact you, at any time during normal business hours, by telephone, text, or email, if they have any clinical concerns or queries or if they identify any changes in your monitoring data. If your contact details change during your participation in the programme, please let the team know so they can update your details.

To participate in the programme, you must provide us with the details of your GP or clinical team in order for us to provide safe, clinical care. During the programme your GP and/or consultant will be informed of any clinical concerns, changes, or updates via email or phone. At outset, Care-Connect may ask that you complete a form providing your consent for relevant medical data to be shared by your current GP with Care-Connect.

The Care-Connect clinical team will not prescribe any medication. Where appropriate and in accordance with our rigorous medical protocols, we may advise you to titrate your current medication according to our clinical protocols. You will be advised of the same and also notified through the Luscii smart device application (app). If you are advised to titrate your medication, you will be requested to monitor your clinical measurements for the following 14 days.

For you to get the most from this programme, you are required to engage in the programme. If you disengage from the pathway for a specified period, for any reason other than hospitalisation or a notified scheduled break, you will be considered withdrawn from the pathway. Irish Life Health will be notified that you are no longer participating.

You may choose to withdraw from a care programme, without reason, at any time. You must inform the Care-Connect team of your request to withdraw. Please contact info@care-connect.ie for further information about withdrawing from the programme.

Data Management

Care-Connect will be the controller of all data collected for the purposes of your participation in this care programme. Therefore, it is Care-Connect's responsibility to ensure that the data is stored and processed legally and appropriately. Care-Connect will ensure your data is protected in line with current EU GDPR guidelines, the Irish Data Protection Act 1988- 2018 and the Health Research Regulations (2018).

Care-Connect has a range of data security measures in place to ensure your data is always stored securely. Your clinical data will be collected and stored by Care-Connect following your participation in a care programme. Your data will be stored in a secure, web-based cloud which is accessible by limited members of the senior Care-Connect team for no longer than is considered necessary. Your data will be analysed by Care-Connect as part of a group analysis to understand the outcomes and effectiveness of the care provided by Care-Connect. You will not be identified or identifiable from any group analyses.

Individual, identifiable data will never be shared with any additional third parties unless Care-Connect is legally required to do so by law.

If you choose to withdraw from a care-programme, Care-Connect will mark your medical file as inactive and delete your data from all third-party provider platforms within specific retention periods. A copy of your clinical data will be archived by Care-Connect as per General Data Protection Regulations (GDPR) in relation to clinical data and will only be accessible to a limited number of senior Care-Connect team members. This data will not be used in any further group analyses. All patient confidential data is stored electronically on servers owned and managed by Care -Connect. Full details can be located at <https://care-connect.ie/data-privacy-notice>.

You may be asked to partake in a testimonial which can offer some insight for future patients detailing the story of your remote monitoring experience. This will only be actioned with your explicit consent. This consent can be withdrawn without explanation.

By agreeing to our Terms and Conditions and using the site, you declare you wish to participate in a care programme as provided by Care-Connect. You undertake and warrant that all information provided by you is correct, true, and complete.

We rely on the information provided by you and therefore accept no liability for loss or damage arising from our service if you supply incorrect or incomplete information.

You agree to promptly inform our clinical team of any changes in your clinical condition or treatment as prescribed by your GP or specialist team. Care-Connect will make every effort to issue an update and record of clinical notes to your own GP.

Care-Connect are not liable for any damage that may arise from a failure to inform your GP or other healthcare professional about the treatment you receive. It is therefore directed that you advise your GP of the recommendations of the Care-Connect team, or any concerns raised regarding your clinical condition.

You accept the advice that is provided by Care-Connect does not replace your GP and that you should consult with your GP and other health carers when you are advised by our clinical team and as the need arises.

You give your consent for information about yourself, your health, and your medical history including, but not limited to, the information you divulge as part of the onboarding process to be viewed and

exchanged by and between Care-Connect employees. You understand this information may be exchanged electronically.

Calls to the Care-Connect telephone number are recorded to protect the interests of both Care-Connect staff and patients, quality improvement and staff training purposes. All calls are stored for 90 days before being deleted. If it is deemed pertinent (e.g. an ongoing complaint process), a call recording may be stored for longer than 90 days. In this case, the recording may only be stored for the period it is required and must be deleted once its use is no longer necessary. Due to the sensitive nature of some clinical data shared with the Care-Connect team, callers can request for the call recording to be stopped at any time and the call can continue unrecorded. Calls between the clinical team and external clinical providers (eg. GP's, consultants) are not recorded.

Irish Life Health Member Data Management

Your data will be shared with Irish Life Health for business analysis purposes to examine the clinical outcomes and benefits of care programmes. Only operational data such as equipment you may require, the number of times you attend the hospital or your GP or how often you contact the Care-Connect team will be shared with Irish Life Health. This data will be used by Irish Life Health to assess the outcomes and benefits of the Care-Connect programme.

Anonymous Net Promoter scores and patients' feedback will be shared with Irish Life Health for the purpose of evaluating the success of the programme. Care pathway status is shared with Irish Life Health to identify your participation in the programme. This will confirm if you are active or inactive in the programme.

This data will not be used in any way to influence, amend, or alter your Irish Life Health policy. Individual, identifiable data will never be shared with any third parties unless Care-Connect is legally required to do so by law.

Change to the Terms and Conditions

By using the service, you agree to be bound by these Terms. We reserve the right, in our sole discretion, to change, modify, add, or remove portions of these Terms at any time.

Complaints policy

We aim to provide an excellent service to all our patients; however, we recognise that things may occasionally go wrong. If you wish to make a complaint, we will do our best to deal with this as effectively and quickly as possible. You will be contacted within 2 working days, and we aspire to have all complaints dealt with within five (5) business day.

By phone: 01 223 4399

By email: info@care-connect.ie

By post at: Director of Operations, Care-Connect, Floor 7, RSA House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16, D16 FC92.