



# Cloud DX and Equitable give EquiLiving critical illness claimants virtual care

A Canadian first! Equitable® is partnered with digital health innovator Cloud DX. This partnership gives EquiLiving® critical illness claimants exclusive access to the Cloud DX Connected Health™ service. Cloud DX's program supports clients as they recover at home after diagnosis and treatment of a critical illness.

Clients with an approved critical illness insurance claim through Equitable are eligible to get **six months of virtual care** through Cloud DX for free!

*This is a non-contractual service. This means it can be changed or withdrawn by Equitable at any time.*

## Who is Cloud DX?

Cloud DX is a virtual care service provider, based and run in Canada. Cloud DX invents, manufactures, and distributes medical grade devices to track vitals. Through the Connected Health app, care team members remotely monitor and review patient vital signs and trends, complete with built-in notifications for irregular readings.

## Why is virtual care important?

Virtual care helps clients take control of their post-treatment recovery! It has been scientifically proven that this type of service can drastically improve a client's quality of life.<sup>1</sup> This service is entirely confidential and secure. The easy-to-use devices, such as a blood pressure cuff and a pulse oximeter, support the client as they recover at home. If there are any irregular readings, a team member will reach out by phone.

## How do clients get connected?

After their critical illness claim is approved, Equitable clients will be contacted by an Equitable client care specialist reminding them of this valuable benefit and to ask whether the client would like to be contacted by Cloud DX to start the Connected Health service. If they say "yes", they will receive an onboarding call from Cloud DX. It's that easy!

Cloud DX will contact the client, determine which devices will be the best for them based on their condition, and complete onboarding to the Connected Health app. The 6-month subscription to this service is covered by Equitable. The devices are provided to the client free of charge and are theirs to keep.

Once the client receives their Bluetooth-enabled, medical grade devices like a blood pressure cuff, and/or pulse oximeter, they may take their vitals every day. Once a reading is taken, the vitals are automatically loaded from the device to Cloud DX's Connected Health app, and the Cloud DX team monitors for any concerns.

The client must have their own internet or data service to access the app through their tablet or smartphone. A Cloud DX support team member will help the client connect their devices to the mobile app.

If any irregularities or out-of-range readings occur, a Cloud DX team member will phone the client or their emergency contact.

After the first 6 months, access to the Connected Health app and any monitoring service will be discontinued, but clients may continue to use the devices independently.

*This is not an emergency service! In an emergency, clients should call 911 or visit their nearest hospital emergency department.*

## How do clients get this service?

A client must have an approved critical illness claim to receive Cloud DX devices and services. The client must be age 12 or older and have received an EquiLiving critical illness payment on or after February 12, 2022, for a covered critical condition. An early detection benefit payment does not qualify.

## Want to learn more?

**Reach out to your Equitable wholesaler today!**

<sup>1</sup> McGillion M H, Parlow J, Borges F K, Marcucci M, Jacka M, Adili A et al. Post-discharge after surgery Virtual Care with Remote Automated Monitoring-1 (PVC-RAM-1) technology versus standard care: randomised controlled trial BMJ 2021; 374: n2209 doi:10.1136/bmj.n2209

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