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Essence partners with TeleHelp to protect seniors during COVID-19

May 21, 2020 | News

The Partnership with the City of Santos in Brazil will provide crucial remote monitoring of over 60s who are not in a critical condition



Following a spike in cases of COVID-19 in Brazil, the City of Santos has deployed Essence SmartCare's advanced senior monitoring technologies, through its partner TeleHelp, protecting the senior citizens as well as keeping the medical staff safe. Additionally, it alleviates the burden on care homes and hospitals during the pandemic.

The partnership will provide those in need with home emergency alarms, voice communication, fall detection and activity monitoring. The advanced platform will significantly decrease pressure on care providers and local medical staff by connecting seniors directly to remote 24/7 call centers who can enact swift emergency response procedures and save lives.

The advanced remote monitoring technologies are crucial to over 60-year olds who have had contact with someone with COVID-19, or who have already been diagnosed with the virus but are not in a critical condition. Fast response and intervention are crucial to saving lives of diagnosed patients whose condition could deteriorate rapidly. In addition to the remote monitoring service, users will also receive a weekly call to check their health and wellbeing every week.

Bruno Mouco, CEO of TeleHelp said, "Our partnership with the city government began almost six years ago and has now been expanded to better fill the growing need for effective remote monitoring. The idea is to offer immediate help to vulnerable people with COVID-19 symptoms. Working with Essence SmartCare solutions ensure all this and also that even in moments of loneliness, the platform is there to support seniors during this extremely challenging period of social distancing."

Dr Haim Amir, CEO of Essence Group said: "The global spread of COVID-19 has affected us all. This is a fantastic use of our cutting-edge SmartCare technology which has the essential element to give true peace of mind. The Care@Home platform is designed to protect the physical and mental wellbeing of seniors. By partnering with TeleHelp and the City of Santos itself, we have ensured that our life-saving solutions are available to even more seniors during the COVID-19 pandemic."

TeleHelp are also working directly with Drogaria São Paulo, one of the largest pharmacy chains in Brazil, to sell directly to consumers who are not able to benefit through the partnership scheme.