

Moments That Matter

Pat* is a 56 year-old man living alone in a St. Paul Public Housing Hi-Rise apartment, with no nearby family or friends. He receives ongoing support from **Clinic@Home** using his 50" smart TV and connected remote monitoring devices that are enabled by Comcast's Internet Essentials program. His **Clinic@Home** care team—Maggie, Client Engagement Specialist; Avery, Clinical Consultant; and Mary, Clinical Manager—stays closely connected to his health and well-being.

Pat faces multiple chronic conditions, including high blood pressure, obesity, diabetes and a history of stroke, along with the daily challenges of social isolation leading to depression.

On April 5, 2025, during a routine interaction, Maggie noticed something was not right. Pat's speech was slurred and his behavior was unusual. Recognizing these subtle but critical signs, Maggie immediately alerted Avery and Mary.

Mary contacted Pat directly and quickly confirmed what the team feared: Pat was in the middle of a medical crisis. Mary called 911. Pat—unaware of the danger he was in—received urgent intervention that likely saved his life.

Doctors at the hospital found a critically low blood sugar level of 20 and stroke-like symptoms, requiring urgent treatment to prevent further seizures. Despite the seriousness of his condition, Pat left the hospital against medical advice—driven by concern for his beloved cat at home, a common response among individuals experiencing isolation. Thanks to his care team's coordination and Avery trying to arrange for his pet's care, Pat had peace of mind to once again return to the hospital and receive the balance of care he desperately needed. Pat is now stable and back home in his St. Paul Public Housing Agency apartment and receiving ongoing proactive support from **Clinic@Home**.

* Identity and identifying details have been changed to protect privacy

