



## Seniors Health & Community Virtual Care

# Community Virtual Care

Community Virtual Care is a free program tailored to support and educate clients to better manage a range of health conditions from the comfort of their home. Equipment to monitor their health is loaned to the client at no cost. The interdisciplinary team is staffed by registered nurses, a social worker, pharmacists, diabetic nurse educators and a dietician. Clients are connected with a clinician who becomes their primary contact with the program.

### Chronic Disease Monitoring

- Chronic Kidney Disease (CKD)
- COPD
- Diabetes
- Heart Failure
- Hypertension (HTN)

### Acute Disease Monitoring

- COVID-19
- Influenza
- RSV
- Heat-related Illness
- Wildfire Smoke Inhalation

### Other Programs

- Virtual Palliative Supportive Care
- Caregiver Support Program
- Supportive Discharge Program

## What does the client do?

- Depending on the medical condition, the client answers daily care plan questions and measures biometrics (s) (i.e. pulse, blood pressure, blood glucose or O2 saturation) using the provided equipment.
- Participates in ongoing education to gain confidence in managing their condition.
- Contacts clinician with questions or concerns.

## What does the clinician (Nurse, Social Worker, Pharmacist, DNE, Dietician) do?

- Provides education, coaching and support so client becomes proficient and confident in managing their health.
- Depending on the client's medical condition, the clinician monitors biometric results and alerts, helps the client recognize when to seek higher levels of care and communicates concerns and progress with primary care provider and collaborates with other care team members.

## Referrals

Referrals are accepted internally, externally or through self-referral to Community Access through usual [Community Health Services pathways](#). **Clients need to be over 19 but do not need a Primary Care Provider to participate.**

**To refer by phone**, call Community Access:

South Island (250) 388-2273, toll-free 1 (888) 533-2273

Central Island (250) 739-5749, toll-free 1 (877) 734-4101

North Island (250) 331-8570, toll-free 1 (866) 928-4988

**To refer by fax**, please find the applicable referral form [here](#).

For more information, email [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca) or call 250.519.7700 loc. 11928.

### More Information

- [Intranet](#) (search "Community Virtual Care")
- [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca)
- (250) 519-7700 x 11928