

<b>Applies to:</b>	All referrers to the CVC COVID-19 Virtual Monitoring Program
<b>Purpose:</b>	Information about the CVC COVID-19 Monitoring Program

## Program Description

CVC's COVID-19 Virtual Monitoring Program exclusively uses remote patient monitoring technology to support people with COVID-19 symptoms. Clients complete a daily monitoring plan designed to assess if their symptoms are improving or worsening, as well as reporting temperature and oxygen saturation multiple times a day. Community RNs monitor the data and alerts, contacting Primary Care Providers (PCPs) to communicate changes in patients' condition as required.

**\*\*This program does not provide COVID-19 testing\*\***

## Eligibility & Suitability

Clients are eligible for the program if:

- They are [eligible for Community Health Services](#)
- They consent to participate in the program.
- They are Covid-19 positive and symptomatic.
- They have the ability to complete a daily monitoring plan using either a touch screen tablet or web-based version of the monitoring application on their own device, or have local support to assist them.
- They have the ability to work with a nurse over phone or have local support to assist them.

The program is suitable for clients who are immunocompromised or diagnosed with a chronic disease known for poor outcomes when paired with a diagnoses of Covid-19: *heart disease, diabetes, lung disease, hypertension, chronic kidney disease, chronic liver disease, cerebrovascular disease, and obesity.*

Clients who live in Assisted Living or Independent Living sites are welcome.

## Referral Process

**Referral sources for COVID-19 Monitoring:** Primary Care Providers, Community Health Services, and acute care units. Referrals are through usual Community Health Services pathways; phone or fax

Community Access:

- South Island (250) 388-2273 or toll-free 1 (888) 533-2273
- Central Island (250) 739-5749 or toll-free 1 (877) 734-4101
- North Island (250) 331-8570 or toll-free 1 (866) 928-4988

### General Program Information

- Registered Nurses actively monitor patients **7 days a week, 0800 – 2000**.
- All referrals to this program are high priority referrals; the clients will be contacted within 6 hours of the referral being received.
- Clients can do the monitoring plan on their own smart phone, tablet or computer. If the client does not have their own device, a 3G-enabled tablet will be delivered.
- A pulse oximeter and thermometer will be delivered to the client for use while on the program. Patients discharging from acute care may be provided the oximeter and thermometer from acute care.
- The monitoring clinicians do telephone support multiple times a day until the client can complete their monitoring plan and their biometric measurements independently.
- Clients will be monitored until their symptoms abate, or they are admitted to hospital, or are referred by the nurse to CHS Clinicians for other follow up as required.
- PCPs will be notified of admission, discharge and any alerts or changes in symptoms that require their attention.
- All monitoring information will be available on the Remote Patient Monitoring MPage in PowerChart.
- Clients will be supported by phone if they are unable to manage the devices.
- This service supports vulnerable clients, who are in need of more close monitoring, symptom management, potential referrals to other CHS services, and more frequent contact from the RNs.

For more information about the program, please email [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca) or call 250.519.7700 local 11928.