

Applies to:	All referrers to the CVC Heat Exhaustion Virtual Monitoring Program
Purpose:	Information about the CVC Heat Exhaustion Virtual Monitoring Program

Program Description

The Community Virtual Care program supports vulnerable patients experiencing mild to moderate heat exhaustion. The program is delivered by Community Health nurses, who are available 08:00 to 20:00, 7 days a week. The nurses assess clients over the phone 1-2 times per day, connecting them with other services as required and ensuring they seek urgent medical care as required.

Eligibility & Suitability

Clients are eligible for heat exhaustion monitoring if:

1. They are [eligible for Community Health Services](#).
2. They consent to participation in the CVC program.
3. They have the ability to work with a nurse over phone or have local support to assist them.
4. They are experiencing any of the following symptoms of heat exhaustion (Elsevier):
 - a. Mild to moderate symptoms¹
 - i. Alterations in sweating
 - ii. Muscle cramps
 - iii. New onset rash or flushed skin
 - iv. Swelling, especially hands and feet
 - v. Fatigue and weakness
 - vi. Light-headedness and/or fainting
 - vii. Headache
 - viii. Nausea and/or vomiting
 - ix. Rapid heart rate
 - x. Urine that is darker than normal
 - xi. Thirst
 - xii. Difficulty focusing or concentrating
 - xiii. Fainting
5. Clients are eligible for this program if they are:
 - a. Diagnosed with a chronic disease such as heart disease, diabetes, lung disease, hypertension, chronic kidney disease, chronic liver disease, or cerebrovascular disease.
 - b. Cognitively impaired but have local support to assist them to monitor their well-being.

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

¹ If client begins to exhibit worsening of symptoms beyond mild to moderate, direct the client to call 911 or go to nearest emergency department.

Referral Process

Referral for Heat Exhaustion Monitoring: Primary Care Providers, Community Health Services, acute care and self referral. 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

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

For more information about the program, please email communityvirtualcare@islandhealth.ca or call 250.519.7700 local 11928.