

COMMUNITY VIRTUAL CARE

WHAT IS COMMUNITY VIRTUAL CARE?

Community Virtual Care* is a free monitoring and educational service to support people living with Chronic Kidney Disease (CKD), Chronic Obstructive Pulmonary Disease (COPD), diabetes, heart failure, or hypertension to manage their condition from the comfort of their home. By participating in this service, you can improve your knowledge of your chronic disease and ability to manage your own health. You are connected to a nurse who supports you in understanding your health conditions.

You are provided with tools to help you manage your condition:

- Education Binder
- Weigh Scale
- Blood Pressure Monitor
- Pulse Oximeter
- Computer tablet

This service is not a replacement for hospitalization or physician visits. The Community Virtual Care program is intended to provide educational support, so that you can become more independent and confident in managing your own health conditions. *Life threatening or significant symptoms will still require you to seek medical attention.*

WHAT WILL I BE DOING IF I PARTICIPATE?

Participation in this service only takes a few minutes a day. Your results and responses are automatically sent to the community Nurse. If you choose to participate, you will:

1. Measure your blood pressure, weight, heart rate and oxygen levels every morning
2. Answer a few questions to help evaluate your health daily

WHAT WILL THE NURSE HELP ME WITH?

The Community Virtual Care Nurse monitors and looks for changes in your measurements. They will contact you on a weekly basis to review your results, answer any questions or concerns you may have, and they will communicate your information to your doctor or nurse practitioner.

WHAT IS A TYPICAL DAY LIKE FOR PARTICIPANTS?

After you wake up in the morning and use the restroom, you tap your tablet and follow the simple onscreen instructions. You will step onto the scale to check your weight and check your blood pressure, heart rate and oxygen levels while sitting and relaxed. You also answer some questions on the tablet to assist both you and the nurse in understanding your current condition on a daily basis. All of the information that you enter on the tablet is automatically transmitted to the nurse for evaluation.

* Formerly called Home Health Monitoring

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HOW LONG WILL I BE ON THE PROGRAM?

The Community Virtual Care program is approximately 90 days. You can re-enroll in the program as required.

WILL I NEED TO PAY FOR ANY OF THE DEVICES USED?

The Community Virtual Care service is completely free and has no cost for participation. The equipment will be provided to you on loan free of charge. A technician comes to your house to deliver and install the equipment and will show you how to use each device. Once you have completed the program the equipment is retrieved from your house. The education binder is yours to keep so that you can continue managing your chronic condition on your own.

DO I NEED TO HAVE INTERNET CONNECTION AT MY HOUSE?

You **do not** need to have internet connection to participate in this service. The tablet uses a cellular connection to send your information securely to the nurse. If you do not have good cellular service in your location, an internet connection may be provided.

CAN I TRAVEL WHILE I AM ON THE PROGRAM?

The monitoring service can be suspended if you are planning to be away from your home for a significant period of time. The equipment should remain in the same location that it was installed, transporting the equipment is strongly discouraged.

WHAT CAN I EXPECT AFTER COMPLETING THE PROGRAM?

Upon completion of the Community Virtual Care program, you will become more self-aware and proactive in monitoring your health. The goal of the program is to empower you, leaving you feeling more independent and confident about your condition. You will know when you need to seek medical attention. You will be aware of harmful triggers and signs of concern, as well as having a plan of action to maintain your best health.

HOW DO I PARTICIPATE?

If you or a family member have Chronic Kidney Disease (CKD), Chronic Obstructive Pulmonary Disease (COPD), diabetes, heart failure, or hypertension, speak with your Primary Care Provider (doctor or nurse practitioner) or call your regional Community Health office to find out if the Community Virtual Care program is right for you:

North Island: 1-866-928-4988

Central Island: 1-877-734-4101

South Island: 1-888-533-2273