

## Program Goals

Some of the program goals are to:

- Enhance your quality of life
- Increase your knowledge
- Support end-of-life planning
- Reduce unplanned visits to the hospital

## How do I enroll?

To enroll in the Supportive Care Program, call your local Community Access Centre at one of the numbers below:

South Island (250) 388-2273  
1-888-533-2273

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

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

## For more information

Please visit: [islandhealth.ca/cvc](https://islandhealth.ca/cvc)

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## FAQs

### How much does it cost?

The program is free.

### How long will I be on the program?

You may be on the program up to about 6 months, depending on your educational needs and symptom management.

### Will I meet my nurse in person?

All support from Community Virtual Care is provided either on the telephone or computer.

### What if I don't have a doctor or nurse practitioner?

You don't have to have a doctor or nurse practitioner to participate in the program.

"I most value the sense of validation my husband has experienced through his contact with his virtual supportive care nurse."

-Client



## Community Virtual Care Virtual Supportive Care



## What is Virtual Supportive Care?

Virtual Supportive Care is a free Island Health program that provides regular, virtual support to you or a loved one who has been diagnosed with a life-limiting or palliative illness. A life-limiting illness is an incurable condition that likely shortens a person's life.

"Talking to the nurses gave me so much comfort. There were days where I was at the end of my rope and the nurses helped me."

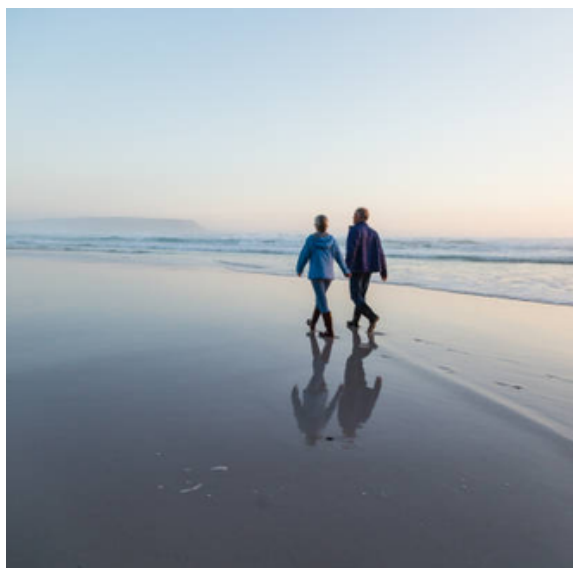
*-Client*

The program will provide you with the tools needed to self manage your changing health care needs. You will work with a registered nurse to create a plan tailored to your goals - all the while staying comfortably at home with less worry and more support.

## Who is the program for?

The Virtual Supportive Care program is suitable for people who:

- have been diagnosed with a progressive, incurable illness
- would benefit from education, coaching, symptom monitoring and support
- might not have easy access to palliative services (for example, people living in rural and remote communities)



## How does the program work?

A registered nurse will work with you to:

- create a care plan based on your goals
- review your symptoms virtually
- provide you support when you need it
- refer you to other members of the team such as a pharmacist or registered dietitian
- transfer care to a nurse who will visit you in your home if your condition becomes too complex
- share changes in your condition with your doctor or nurse practitioner (if you have one)

You'll have regular phone or video calls with your nurse to check how you are feeling and identify any support you require.