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What is Virtual Supportive Care?



Virtual Palliative Supportive Care provides an **additional connection** between you and your care team by using in-person telephone calls, virtual visits and/or interviews you complete on a computer tablet. Through virtual contact, the RN will help support you to meet your goals for care and **manage your changing health needs**. This connection to the Community Virtual Care Team ensures that you will **receive timely support** and help to prevent you from going to hospital.

How Will I Participate in Virtual Supportive Care?

You will receive a computer tablet (at no cost) delivered directly to your home. You can also **use your own device** such as a tablet, computer or cell phone if this is more convenient. Your care team will help you to develop a personalized care plan to create a better understanding of your goals and wishes.

The information on your tablet helps your Community Virtual Care nurse look for changes in your symptoms and provide timely support. You and your nurse will regularly connect by phone or video-conferencing, to review how you are feeling and determine what supports you need. Your nurse will also communicate with the rest of your care team including your Primary Care Provider (GP or NP).

What Will Virtual Supportive Care Mean to Me?

You can stay comfortable at home, with less worry and more support. It helps you maintain your quality of life and meet your health goals. Your caregivers, including family and friends, feel supported and connected in their roles, reducing stress and anxiety. Your community health team can better anticipate your needs and provide faster and more effective support. The equipment is very simple to use and help is only a phone call away.