

## VIRTUAL PALLIATIVE SUPPORTIVE CARE

### WHAT IS VIRTUAL PALLIATIVE SUPPORTIVE CARE?

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Virtual Palliative Supportive Care (VPSC) is a free service to support people receiving palliative care from Island Health Community Health Services (CHS). VPSC provides an additional connection between you and your local care team, using a computer tablet provided to you at no cost. You receive timely support to help you manage at home. VPSC helps your health care team manage your changing health needs, and prevent unexpected admissions to hospital or emergency. The CHS care team receives information about how you're doing day to day, in between scheduled phone calls and in person visits.

### CAN I USE VPSC AS A REPLACEMENT FOR MY OTHER HEALTHCARE SERVICES?

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VPSC helps us support you better but does not replace our regular contact with you, including in-home visits. VPSC is an additional service that supports the care you are currently receiving.

### HOW CAN I EXPECT TO BE RECEIVING CARE?

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VPSC is delivered through a tablet provided to you. You answer a questionnaire on your tablet, record your measurements and participate in video calls with your nurse. Your nurse monitors your responses and will call you as concerns arise.

### HOW WILL THE COMMUNITY HEALTH NURSE HELP ME?

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Your nurse monitors and looks for changes in your symptoms, like pain or appetite. You can call your nurse or your nurse will be contact you if there are concerns. The Community Health nurse also works closely with your doctor or nurse practitioner.

### WHAT WILL I BE DOING IF I PARTICIPATE IN VPSC?

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

- Answer a short set of questions to help evaluate your health. You or your caregiver can answer the questions on the tablet.

Depending on your condition, the nurse may recommend to add on measurements such as blood pressure or weight.

### WHAT DOES A TYPICAL DAY LOOK LIKE FOR PARTICIPANTS?

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To get started, you touch your tablet screen. Following the onscreen instructions, you will answer a short questionnaire comprised of simple yes or no answers. If your care plan includes taking a blood pressure or weight measurement, you are provided with instructions on how to take these measurements. Your responses and results will be automatically sent to your nurse to review each day.

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### DO I NEED TO PAY FOR ANY OF THE DEVICES FOR THE PROGRAM?

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The service is completely free and the equipment is provided to you free of charge. The equipment is delivered to your home and you are supported in learning how to use it.

### ARE THE DEVICES EASY TO USE?

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The tablet has a touch screen and you are provided with onscreen instructions as well as written instructions. You are supported in learning how to use your tablet when it is delivered to your house and you will complete your first monitoring interview at this time. We can also help with your tablet over the phone.

### CAN I TRAVEL WHILE I AM ON THE PROGRAM?

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The monitoring service can be suspended if you are planning to be away from your home for a significant period of time.

### DO I NEED TO HAVE INTERNET CONNECTION AT MY HOUSE?

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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 will be provided.

### HOW DO I PARTICIPATE?

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VPSC is currently available in the following areas.

1. Mt. Waddington, Port Hardy, Port McNeill & surrounding areas
2. Parksville, Qualicum & surrounding areas

For more information on when VPSC is coming to your location, please email us at [hbm@viha.ca](mailto:hbm@viha.ca). If you or a family member are receiving palliative care services at home and would like to enroll in the VPSC program, talk to your Community Health nurse about participation.