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Community Virtual Care – COVID-19 Monitoring

OVERVIEW

The Community Virtual Care program supports clients with COVID-19 symptoms in quarantine or self-isolation using virtual care technologies. Once enrolled in the program, you complete a series of questions designed to help the monitoring nurses evaluate your symptoms and monitor you remotely, as well as measuring your temperature and oxygen levels. Your monitoring nurses receive alerts as you enter information, and communicate with your Family Physician or Nurse Practitioner as required.

ELIGIBILITY AND REFERRALS

Clients are eligible for the program if:

- They are Covid-19 positive and symptomatic.
- They consent to participate in the program.
- They have the ability to complete a daily monitoring plan using either a touch screen tablet or web-based version of the monitoring application on their own device, or have local support to assist them.
- They have the ability to work with a nurse over phone or has local support to assist them. The program is suitable for clients who are immunocompromised or diagnosed with a chronic disease known for poor outcomes when paired with a diagnoses of Covid-19: heart disease, diabetes, lung disease, hypertension, chronic kidney disease, chronic liver disease, cerebrovascular disease, and obesity.

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

PARTICIPATION IN COMMUNITY VIRTUAL CARE – COVID-19 MONITORING

Community Access Intake and a Community Virtual Care nurse will contact you by phone shortly after you are referred. The intake process includes assessing your health needs as a whole. The monitoring nurse will help you access your monitoring interview from your own device (smartphone, tablet or computer) or the nurse will send a tablet to you. You will be provided with an oximeter to measure your oxygen saturation levels.

You can choose to receive the monitoring by phone instead of completing the monitoring interview on your device or a provided tablet.

You complete your daily monitoring interview each morning and report your temperature and oxygen levels throughout the day as required. Nurses monitor your information from 8:00 AM to 6:00 PM. The monitoring nurses also provide support over the phone and call if your reported symptoms are concerning.

Monitoring will continue until your symptoms are lessened or gone. The monitoring nurses will work with you to determine when it is time to come off monitoring and other Community Health Services may be recommended to you. Once you are discharged, your monitoring equipment (tablet and/or oximeter) is returned to Island Health.