

Welcome to Virtual Palliative Supportive Care

We look forward to supporting you and your family through Virtual Palliative Supportive Care. We will be completing a plan of care with you to create a better understanding of your wishes and how to support you, as well as monitoring your responses to the three interviews on the tablet provided to you.

The information that you send us through the tablet is checked Monday to Friday at 8:30 am. You can have someone help you complete your interviews as required. If your responses have changed from previous interviews, you can expect a follow-up phone call from us on the same day or the next business day. If there is no change in your health status, we will still be in contact with you at the frequency determined together at our home visits.

If your health is changing or you have new issues that you wish to discuss with us immediately, please phone us directly. Virtual Palliative Supportive Care helps us support you better but does not replace our regular contact with you. For support outside of our office hours, there is a Nurses Line that you can call 7 days a week, between 9:00 pm and 8:00 am: 1-877-800-8882.

What should I expect when I start Virtual Palliative Supportive Care?

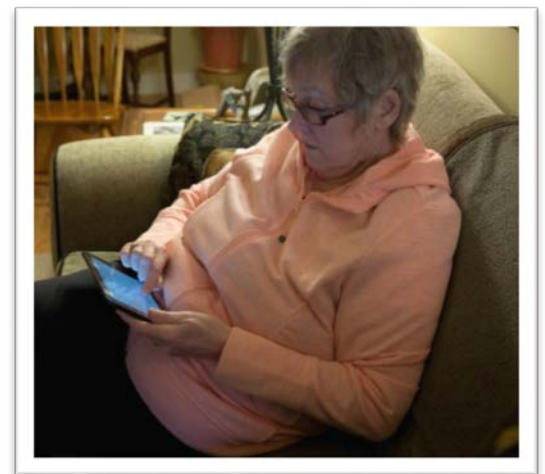
Supportive Care Interview

- You will complete this interview on the tablet a regular basis. We will work with you to determine how often to complete it based on your wishes. Your responses will help us understand your overall health status and provides us with information to help support you better.

Edmonton Symptom Assessment Scale (ESAS)

Canadian Problem Checklist

- These tablet interviews are optional and allows you to rate common symptoms on a scale of 0-10 or report other concerns you are experiencing. We may add the interviews into your monitoring plan in the future as an additional assessment tool.
- You have the option to complete the interviews if you would like to share additional information through the tablet with your care team about your symptoms or concerns.



In addition to using the tablet, you will have regular visits and working with a care plan with your nurses. The plan informs your care team on what is important to you and helps in planning for changes in care as new issues come up. We will be referring to this plan when we phone you and visit you in your home.