



You can now receive your care at home, without having to stay in the hospital. Here is how our team can safely support you from a distance.

## Being hospitalized at home

### Virtual care unit

#### WHAT YOU NEED TO KNOW

#### Our mission

To provide you with safe, quality care in a reassuring environment, with the option of your caregiver being actively involved.



### How does a virtual care unit work?

Our team of doctors and nurses supports you remotely using special medical devices. We are here for you **24 hours a day, 7 days a week**.

- The **medical devices** let us check your vital signs from a distance, such as your blood pressure, temperature, oxygen and blood sugar levels, weight, and more. This information helps the team monitor your health every day, without you having to travel.
- You will also receive a **tablet** to stay in touch with us easily. Each day, we will call you by video to check how you are doing, answer your questions, and adjust your care as needed.
- If you wish, a **caregiver** can be with you during your hospitalization at home. They can help you with daily tasks and support our team in your health care.

# Examples of activities during your hospitalization at home

## Here are some things you may do while receiving care at home:



- Take your vital signs using the devices provided
- Take your medications
- Welcome a nurse into your home for a blood test, a dressing change, or another type of care
- Join a video call with a nurse, doctor, or another health professional
- Go to the hospital if needed
- Follow any other recommendations from our team, depending on your health condition.

## A safe option to receive your care at home

You will receive health care at home safely. The CISSS de la Montérégie-Ouest will provide all the equipment you need, free of charge. This service is safe, but there are a few limits:

- Technical problems may occur (for example, poor image or sound quality)
- Medical evaluations are limited because of the distance. If needed, a transfer to the hospital may be required
- Your home environment may be visible on camera
- There may be a confidentiality risk.

### Need help?

**Call our nurses anytime:**  
**450-699-2425, ext. 7704 or**  
**263-362-0594**

We're available 24/7.



### Your safety is our priority

Just like in the hospital, we do everything possible to reduce risks. Before you return home, we will work with you to prepare an emergency plan so we can respond quickly if needed.

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