



Virtual care unit

WHAT YOU NEED TO KNOW

The CISSS de la Montérégie-Ouest offers some users whose health is stable the option to continue their care at home instead of staying in the hospital. Even though you're at home, you are still considered a hospitalized user.

You will receive the same services as in the hospital: care, tests, follow-ups with doctors and nurses, access to specialists if needed, etc. This lets you stay in the comfort of your own home, close to your loved ones, while still receiving the care you need.

What are the benefits?

- Less travelling to appointments
- Lower risk of getting an infection at the hospital
- Meals that match your tastes and needs
- More opportunities to move around, as recommended
- More time with your loved ones
- A calm, reassuring environment
- Regular care and follow-ups by a nurse in the virtual care unit

What to expect?

- Regular medical care and follow-ups
- A **team of nurses and doctors** who are following you remotely, 24/7
- **Daily video calls** with a nurse to check your condition and answer your questions
- **Medical devices** (if needed) to check your vital signs at home
- **Quick access to the hospital** if you need an in-person exam or appointment



Are you receiving hospital care at home?

Even though you are at home, you must:

- Follow your care team's instructions
- Take part in your treatments and follow-ups like you would at the hospital

Your care team

These professionals may support you during your hospital care at home:

- Doctors
- Hospital transfer nurse
- Virtual care unit nurse
- Home support team (CLSC)
- Pharmacist
- Physiotherapist, occupational therapist, or social worker (as needed)

Need help?

Call our nurses anytime:

**450-699-2425, ext. 7704 or
263-362-0594**

We're available 24/7

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Centre intégré
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