

GENERAL INTERNAL MEDICINE: VIRTUAL CLINIC



Patient Information Sheet

The **Internal Medicine Virtual Clinic** is an initiative to assist in the transition from hospital to home with healthcare needs that a Nurse can provide or coordinate virtually. This may include ensuring new medications are working as intended, that outpatient testing is set up or that home care supports are in place.

As a patient you will receive phone or video calls from a Registered Nurse. The program allows patients to recover in the comfort of their home environment, with their support persons (if applicable). And still be checked on by a Registered Nurse, who will be working together with an Internal Medicine Doctor from the hospital.

When you enrol in the Internal Medicine Virtual Clinic:

- 1. Prior to leaving the hospital, a referral will be sent to a General Internal Medicine (GIM) Nurse, who will contact you either the same day of discharge or the following day.**
- 2. The Nurse will assess your condition and follow up on what the Doctor specifically requested be monitored. This might be your blood pressure (if you have a blood pressure cuff at home), or any new medications, as an example.**
- 3. Your Family Doctor will get a summary of your care.**



Frequently Asked Questions

PROGRAM QUESTIONS

What hospitals are involved in this program?

Hamilton Health Sciences (HHS) at both the General and Juravinski sites

How long will I be enrolled in this program?

The typical program duration is 2-3 days, depending on your diagnosis and needs.

Who do I contact if I am experiencing health concerns or medical emergency?

If you have any health concerns during your participation in the program, please call (905) 521-2100 ext 73674 between 9am and 5pm. However, this program is **not an emergency response program**. If you are experiencing a medical emergency, **please call 911**.

Will this program support my other medical conditions?

This program is intended to follow up on one issue Internal Medicine Doctor requested. This program is a bridge between being in the hospital and being at home and is not intended to encompass other medical conditions.

Who will be providing my care?

The Internal Medicine Virtual Clinic is staffed by a Registered Nurse who works with an Internal Medicine Doctor.

TECHNOLOGY & PRIVACY

What technology do I need?

To participate, you will require access to a telephone **OR** a device with a camera, microphone, and a safe internet connection. There is no technology supplied by this program.

What privacy and security safeguards are in place?

The video conferencing platforms that HHS uses are used by many hospitals in Ontario and Canada. These platforms have been reviewed by our Privacy and Information Security teams, and recognizing that there some risk associated with email correspondence, we are taking appropriate precautions to make sure your information is as safe and secure as possible.