

# Virtually enhanced Community Care (VeCC)

Information for clinicians

## VeCC helps people aged 18 years and over to manage their chronic medical conditions or social needs to reduce unplanned hospitalisation

### Who we support

Virtually enhanced Community Care (VeCC) is a free service for people who are at risk of unplanned hospitalisation or who frequently present to the Emergency Department (ED).

We help patients manage their health in the community and reduce fragmentation of care via integrated care interventions.

VeCC helps patients to:

- Manage their health condition
- Connect with health services and health professionals
- Reduce unplanned hospitalisation and ED presentations.

### Who we are

The VeCC service includes a team of nurses, doctors and allied health professionals.

We coordinate patient care and help facilitate services involved in patient care, depending on their health and social needs.

Patients may be linked with other ISLHD services such as Mental Health, Drug & Alcohol, Chronic Pain, Diabetes, Heart Failure, Pulmonary Rehab and staff from external organisations (e.g. General Practitioners, Ambulance NSW, housing and social support agencies).

### What we do

A VeCC clinician will contact the patient to do an initial assessment in the home or over the phone. Care may include video calls, telephone calls, home visits, case conferencing and development of shared care plans.

The patient will be offered one or more of the following integrated care interventions, depending on their needs:



Care coordination



Care navigation



Health coaching



Remote patient  
monitoring  
(equipment provided)



## Why use VeCC

We work with a patient's General Practitioner and other health professionals to provide patient-centred care.

VeCC supports patients to:



Learn more about their health problem



Understand how to take their medications and why they need to take them



Better manage their health



Link with other services to help them manage their condition



Work towards health goals



Talk with their doctor and other health services and organisations



Receive care in the community to reduce unplanned hospital admissions and ED presentations.

## How to refer via the ISLHD Access and Referral Centre



Fax:  
**02 4253 0355**



Secure Messaging (Argus):  
**4000184@connectingcare.com**



Email:  
**ISLHDAccessandReferralCentre@health.nsw.gov.au**

Internal ISLHD services are to refer via eMR.

## How to contact VeCC



Telephone:  
**1300 792 755, select option 2**



**8am - 8pm, 7 days a week.**

This is not an emergency service. In an emergency dial 000.

For medical advice outside of VeCC hours contact healthdirect on 1800 022 222.