

# ISLHD Virtually enhanced Community Care (VeCC)

Virtually enhanced Community Care (VeCC) is a multidisciplinary service that supports patients to better self-manage their health conditions in the community. VeCC provides face-to-face and virtual care via remote monitoring, care navigation, care coordination and health coaching. The VeCC currently supports the following programs:



## ED to Community

**Supporting patients in the community to reduce risk of hospitalisation**

Supports patients with chronic health or social needs who have high emergency department presentation rates through:

- care coordination
- care navigation and
- health coaching.

This service is only available 8am - 4:30pm, Monday to Friday. This program currently does not accept direct referrals.

## Chronic Disease Management (Planned Care for Better Health)

Supports patients with life-limiting chronic illness by providing patient-centred care, care coordination, care navigating and health coaching interventions empowering patients in their health care decisions.

Patients may also be provided with remote monitoring of their blood pressure, oxygen levels, temperature, blood glucose levels, weight, and symptoms allowing real-time assessment by clinicians.

[Click here](#) for inclusion and exclusion criteria.

## Virtual Hospital Ward

**Supporting earlier hospital discharge**

Supports patients who would otherwise remain in hospital requiring sub-acute care at home.

The VHW provides patients with access to remote monitoring of their blood pressure, oxygen levels, temperature, blood glucose levels, weight, and symptoms allowing real-time assessment by clinicians.

[Click here](#) for inclusion and exclusion criteria.



Referrals via VeCC / ARC  
Service is available 8am - 8pm, 7 days per week

Tel: 1300 792 755, select "Option 2"  
Fax: 02 4253 0355