Virtual Health

Information for Caregivers

Welcome! As a caregiver of a family member or friend, you may have questions about how to care for them. Patients and healthcare providers worked together to help you with some information you may need while your loved one is having virtual care.

Virtual care uses technologies like telephone, video, and email to connect patients and caregivers to healthcare providers when they cannot be in the same location. You may also refer to this virtual care <u>brochure</u> and <u>information</u>.

What can I expect?

You may be familiar with caregiving, but when your loved one chooses to use virtual care, new questions may come up. Follow the path below to see what you may experience.

We promote care centered around you, the caregiver.

This care is designed to:

- Recognize caregivers
- Communicate and partner with you
- Help you recover quickly after tough experiences (called resilience)
- Know where to go for what you need in the healthcare system

START

Caregiving is voluntary.

Let your care team

know if you want
to be recognized
as a caregiver.

The care team will ask for the patient's permission to share information with you.

Let the care team know if your caregiving role (what you can do) or when your availability changes. The care team will monitor the patient from a distance or in person and tell you how to get help if needed.

The care team will discuss virtual care with you. You can also visit www.ahs.ca/virtualhealth to learn more.

The care team will help you and the patient to do medical tasks and use technology during virtual care.

The care team will ask how you're doing, using phone, video, or inperson conversations.

Share feedback with the care team to help improve your experience.

Next steps will be discussed with you and the patient for after virtual care.



How are you feeling?

We want to help lower your stress. Let your care team know if you:

- Feel sad or alone or worried
- Feel irritable or easily angered
- Lose interest in things you used to enjoy
- Have frequent headaches or other pains
- Use alcohol or drugs to deal with stress
- Miss your own medical appointments

Ways to take care of yourself:

Visit <u>this Mayo Clinic website</u> for ideas to help reduce stress. Try some before you might start to feel stress.

- Ask for help to take your loved one for a walk or ride to an appointment.
- Say no to tasks that drain your energy, like hosting a large dinner.
- Talk with other caregivers.
- If you can, use services to help give rides, deliver groceries, or to clean the house.
- Have a quick visit with a friend.



Who do I call for help?

□ Care team:	_ Phone:	Hours:
☐ Health Link	Phone Number: 811	Hours: 24 hours a day, everyday
□ Your doctor:	_ Phone:	Hours:
□ Other:	_ Phone:	Hours:

☐ In the event of a medical emergency, call **911** or go to the nearest **Emergency Department**.

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Free support for caregivers

Туре	Description	Website and Contact
Education	AHS Caregiver College: variety of online courses to choose.	Alberta Caregiver College
		Phone: 780-735-8283
	Caregivers Alberta: webinars on caregiving.	Caregivers AB
		Phone: 1-877-453-5088
	Caregiving Wellness Workshop: training to gain	NorQuest College
	confidence and build knowledge.	Phone: 1-866-534-7218
T-U-4	McMaster University Caregiving Essentials	McMaster University
Talk to a Support Person Talk to Caregivers	Family Caregiver Centre: resources and access to support people.	Alberta Health Services Programs
	Caregivers Alberta: request a caregiver coach consultation.	Phone: 403-955-1674 Caregivers AB Coaching
	Caregivers Alberta : weekly, online group conversations with other caregivers.	Caregivers AB Support and Events Phone: 1-877-453-5088
Podcasts	The Role of Caregivers (2023)	Sound Cloud AHS CEO Podcast
i oddasis	Caregiver's Compass with Stephanie Muskat (2021-2024)	Apple Podcasts
	Caregivers Out Loud (2021-2024)	Family Caregivers of BC
	Happy Health Caregiver	Happy Health Caregiver
Videos	Who are Caregivers? Why should we care? 11 mins, 2021	YouTube - Family Caregivers
	A Day in the Life of Our Caregivers. 8 mins, 2019	YouTube – Day in the Life
	We are all Caregivers. 3 mins, 2019	YouTube - AGE-WELL
	Diversity in Caregiving: LGBT Caregivers. 6 mins, 2013	YouTube - Diversity
	Abbigail's Story - Young Carer. 5 mins, 2018	YouTube – Young Carer's
Print or Web Tools	211 Alberta: web and 24/7 live support to find local services.	211 Alberta – Program Topics
	AHS family/support person guidelines and more.	AHS Patient/Family Information
	Caregiver Tips: Written, video resources.	<u>Caregiver</u> – MyHealth.Alberta.ca
	Self-Care Starter Kit: Activities, templates for planning.	Homewood Health
	Caring Experiences: Shares stories from caregivers.	Carers Canada
	Caregivers in Canada: Statistics about caregivers.	Stats Canada
	Caregiver Bill of Rights: To protect caregiver well-being.	Family Caregivers of BC
	Stories for Caregivers: Supporting Canadians.	Telus Fund
	Snapshots of Aging: Caregiver articles and videos.	Research on Aging Phone: 780-492-2865
	Knowledge for children, youth, young adult caregivers.	Young Caregivers Association

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