

Vascular Improvement Program

Clinical Services Building Level 2
Royal Inland Hospital
311 Columbia Street, Kamloops, B



Welcome to the Vascular Improvement Program (VIP) Cardiac Rehabilitation

Cardiac Rehabilitation includes individualized education, health management counseling, exercise programming and specialized medical care to help you make the changes needed to live a longer and healthier life. We work with you to meet your personal health goals such as managing: cholesterol, high blood pressure, smoking, nutrition, diabetes, exercise, stress, medications, and living with cardiovascular disease.

Based upon your individual needs, the program includes ongoing support for up to one year:

- Regular follow-up by a Program Nurse
- Physician Consult and Evaluation
- Cardiovascular Education
- Option to meet with the Dietitian
- Option to participate in the Exercise Program

Research has shown that those patients who attend Cardiac Rehabilitation programs are better able to recover. We know that good health enables us to do the things that we enjoy most.

Clinic Appointments:

- ✓ With **My Health Portal**, you can view your clinic appointments and access your health record, and your email is verified with Interior Health which should allow for easier communication
 - If you wish to sign up for My Health Portal, the toll-free support line is available Monday to Friday 7 am to 7 pm PST, **1-844-870-4756**
- ✓ Initial clinic visits with the Specialist Physician are preferred to be **in-person** however, we can make other arrangements by exception (please check your appointment letter or portal)
- ✓ Your first clinic appointment is scheduled for approximately 30 minutes, however we recommend planning for a window of up to 2 hours. We strive to stay on schedule, but occasionally the clinic may be delayed.
- ✓ Appointment letters: please always check the appointment instructions

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What Will Be Done At Your First Clinic Visit:

- ✓ Assessment and evaluation by our specialist physician and nurse
- ✓ Receive a brief overview of the program
- ✓ Lab work and ECG is usually required for this visit
- ✓ Cardiovascular Risk Factor review
- ✓ Medication review
- ✓ The appointment duration is typically not more than 30 minutes

Follow-up Appointments will be determined after your first visit and include:

VIP Nurse Appointments:

- ✓ Our program nurses will be your main contact throughout the program
- ✓ The development of an action plan that meets your individual heart health needs
- ✓ Follow-up phone calls or visits are scheduled with the VIP Nurse for up to one year

Follow-up Physician Clinic Appointments:

- ✓ Assessment and evaluation by our specialist physician and nurse regarding your heart health
- ✓ Lab work and ECG is usually required for this visit (see next page)
- ✓ These appointments are either in-person or over the phone (please check your appointment)

Risk Factor Education Session:

- ✓ This is an information session that reviews all risk factors for cardiovascular disease as well as information about recovery from heart attacks and other cardiovascular conditions
- ✓ This session goes into depth in many of the areas that will be discussed in your clinic visits
- ✓ This 90 minute session takes place by Zoom with the opportunity to ask questions of our staff
- ✓ You will be able to review your lab results and risk factors for heart and vascular disease

Supervised Exercise Program and Information Sessions:

- ✓ We have ACSM Certified Clinicians to help support you regardless of your fitness level
- ✓ Group information sessions on a variety of topics areas: sign up at our public website
- ✓ **Please note that Physician clearance is needed before attending the exercise program**

A family member or support person is welcome to be part of the visit with you. Please let staff know.

To help us provide an effective and efficient service, please review this information:

Contact our office at **250 314-2727** as soon as possible if you will be unable to attend your appointment.

Rescheduling Appointments: Please be aware that there is a waitlist for appointments at this time. If you need to reschedule, there may be a significant wait time for the next available appointment.

No Show: If an appointment is missed without notice, please be aware that all future booked appointments in our clinic may be cancelled. We have people waiting for available appointments and it is important to contact us as soon as possible if you need to change an appointment.

Update Contact Information:

- Please make sure we have your best phone number as this how we contact you for appointments.
- We have automated phone and text reminders for many of our appointments. Please make sure we have your cell phone number if possible.
- Please make sure that we have your current email address
- Let us know if you have a change in address or contact number at any time during the program

Location

- It is important to let us know if you are planning to travel outside of BC as we will need to move any booked virtual or telephone appointments to a time that you are in the province.
- Please also ensure that you are located in a safe location for the visit.
- We are unable to conduct virtual or telephone appointments while individuals are driving even with the use of hands-free technology.

Medication List Have your **medications** (pill bottles or blister packs) and an up to date list of your medications on hand for all your clinic appointments.

Lab work is usually done prior to physician clinic appointments.

Please make sure you have labs done prior to the visit if requested. If you require a lab req, please let us know.

- for out of town patients, please go to your local facilities
- book ahead – sometimes there are long waits for booked appointments
- many Interior Health as well as private lab locations are open for online bookings:
- Interior Health Online lab booking: <https://www.labonlinebooking.ca/>

Prescription renewals and general health concerns:

- Please stay in contact with your primary care provider throughout the time you are enrolled in the VIP program for ongoing care including prescription renewals and for your overall health care support.

When to phone the VIP Clinic:

- Please contact us regarding upcoming appointments and for non-urgent requests relating to your plan of care with VIP
- We do our best to check the phone messages: it may take a number of business days to respond.
- For urgent health care concerns please contact your primary health provider
- For medical emergencies please dial 911 for care

VIP Hours of Operation: 8:00 am – 3:30pm Monday-Friday (closed weekends and holidays)
If you have any questions, please call **(250) 314 – 2727**

We look forward to working with you to improve your health and well-being!

