JOURNEY MAP Living with Long COVID

POST-COVID-19
Interdisciplinary Clinical Care Network
Provincial Health Services Authority

Providence Health Care

GOAL To understand the experience of and what matters to patients who are engaged with the Post-COVID-19 Interdisciplinary Clinical Care Network

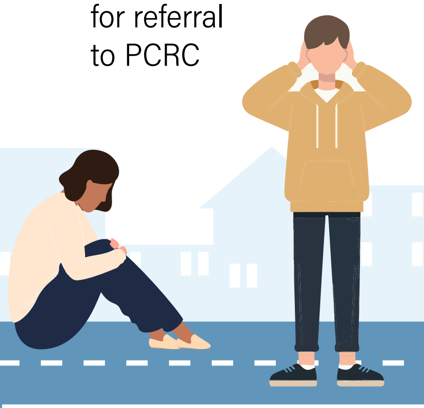
What Matters

- Validation of LC experience
- Health professional and peer support
- Living and coping well with LC symptoms

LC = Long COVID
PCRC = Post COVID Recovery Clinic

① AWARENESS

- Seek validation in LC support online, through GP, and other medical professionals
- Identify support and request for referral to PCRC



- + Physician referral to PCRC
- − Lack of LC awareness among medical professionals → medical gaslighting

What patients feel

Acknowledged
Isolated
Hopeless

② ACCESS

- Intake at PCRC with emails, questionnaire, 1-on-1 nurse visits → LC experience acknowledged and validated

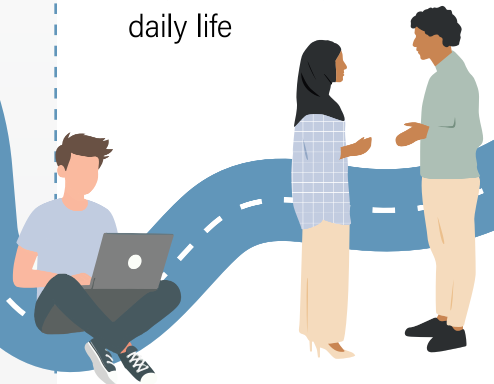
- + Access specialized support and relevant research
- − Long wait and negative intake experience at PCRC

What patients feel

Grateful
Relieved
Overwhelmed
Hopeless

③ ENGAGE & ONGOING CARE

- Education series led by allied health
- 1:1 appts with allied, nurse and/or physician at PCRC
- Strong peer connections
- Applying self-management tools and skills learned in daily life



- + Developing helpful self-management skills (e.g., pacing, managing energy envelope)
- + Building community
- − Challenge in navigating course offering
- − Long follow-up questionnaires with unclear clinical utility

What patients feel

Connected
Encouraged
Hopeful
Drained
Grief (of old self)

④ EXIT

- Discharge from PCRC in various ways
- Self-management without specialized support but with informal peer support

- + Establish informal connections with peers
- + Stay informed via Long COVID Recovery newsletter
- − Pressured to leave PCRC with uncertainty

What patients feel

Connected
Abandoned
Fearful

← Varying degree of LC symptoms to understand & manage →

Areas of Opportunity →

- Enhance public and medical professionals' awareness of LC and related support in BC
- Enable person-centred intake process
- More accessible patient resources and support
- Structured and guided self-management course programming
- Continued access to PCRC program materials and peer engagement