

如何以虛擬方式聯繫護理人員

「安康」健康網絡 數碼健康知識 2022



(Tia Health, n.d.)

鳴謝

該數碼健康知識課程由卑詩大學的「安康」健康網絡 (iCON) 開發

「安康」健康網絡得到卑詩省衛生廳的「患者為伴」計劃的支持

「安康」健康網絡與各多元文化社區合作已超過十年

「安康」健康網絡幫助慢性病患者進行自我管理

「安康」健康網絡亦幫助人們普及數碼知識，以便他們獲取、評估和使用網上的健康資源



THE UNIVERSITY OF BRITISH COLUMBIA
Department of Emergency Medicine
Faculty of Medicine

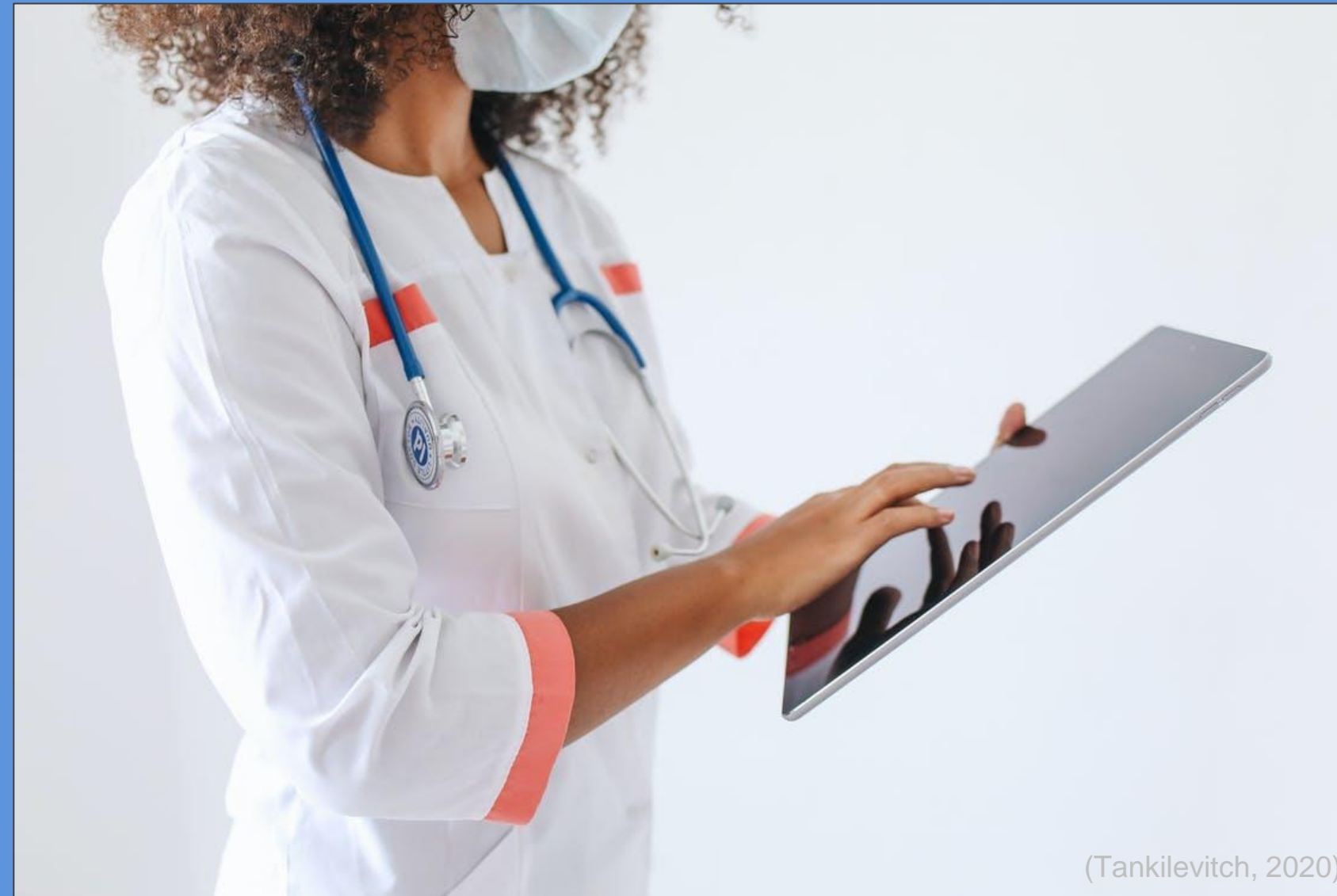
感謝卑詩省衛生廳「患者為伴」計劃的支持！

學習目標

- 了解「虛擬醫療」的含義
- 了解在虛擬護理探訪中可以做什麼和不能做什麼
- 了解如何聯繫虛擬醫護人員的資源



虛擬醫療是什麼？



虛擬醫療

- 虛擬醫療是使用資訊及通訊科技，在相隔一段距離的患者和醫護人員之間直接提供護理服務

虛擬醫療

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- 虛擬醫療也可以指醫護人員之間就患者護理的溝通

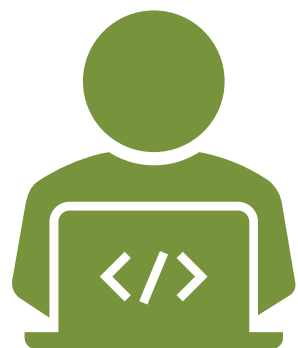
虛擬醫療

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- 虛擬醫療也可以指醫護人員之間就患者護理的溝通
- 部份醫護人員提供親自面見和虛擬護理探訪的組合模式，這組合對許多健康狀況的自我管理有幫助

虛擬醫療

- 虛擬醫療可以透過不同的通訊科技提供，它們包括但不限於：

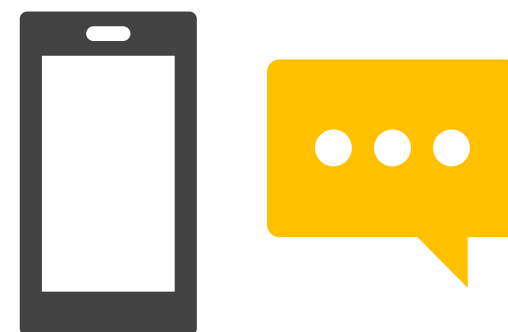
視像會議



電話



文字短信



電子郵件



什麼可以用虛擬形式進行？

以下是一些例子：

- 急症的診斷
- 處方
- 診斷的程序
- 轉介至專科醫生
- 管理慢性疾病



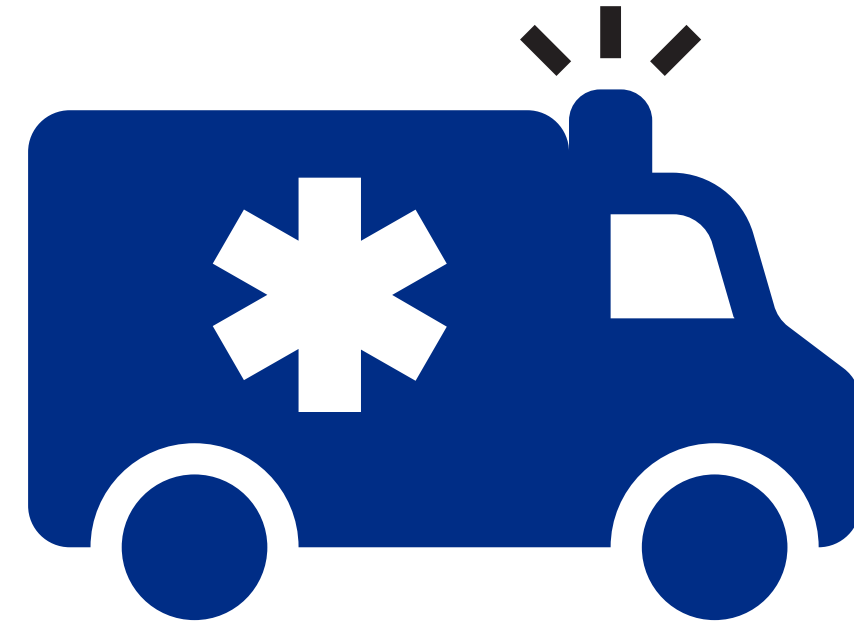
虛擬醫療的好處

- 節省時間
- 可以避免因輕微的健康問題而去急症室
- 減少患者暴露於潛在健康風險中
- 容易獲取



虛擬醫療的限制

- 降低護理的連續性
- 處理緊急情況
- 臨床適用性



緊急情況

在醫療緊急情況下，請立即前往急症室或撥打 911 尋求醫療救助。

醫療緊急情況的例子：

- 胸痛
- 呼吸急促
- 嚴重的疼痛
- 軟弱無力
- 嚴重出血



虛擬醫療與文化安全

虛擬醫療可以促進文化安全

這可以包括醫護人員和患者討論哪些服務和文化習俗可能包括在內，是否恰當、安全和可行，例如討論傳統藥物。



虛擬醫療與文化安全

虛擬醫療可以促進文化安全

這還可以讓患者在預約虛擬護理探訪時，指定其家人、社區成員和傳譯員參與其中。



如何獲取虛擬醫療服務：

家庭醫生

(或其他全科醫護人員)



(Author unknown, n.d.)

家庭醫生

許多家庭醫生和執業護士現在都提供虛擬醫療護理。您可以致電或發送電子郵件給您的醫護人員，以核實他或她是否提供虛擬醫療護理。

您的醫護人員仍然可以存取您的醫療檔案。

如何獲取虛擬醫療服務：

免預約診所



免預約診所

- HealthLink B.C. 網站可以顯示一系列的免預約診所

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免預約診所

- HealthLink B.C. 網站可以顯示一系列的免預約診所
- 您可以查看這系列去找出較接近您社區的免預約診所
- 在網站上找到診所或醫護人員後，您可以致電或發送電子郵件詢問他們是否提供虛擬醫療護理、親自面見護理或兩者並用的組合模式。

免預約診所：重要提示

- 如果您有全科醫護人員（家庭醫生或執業護士）但選擇去免預約診所，那麼免預約診所的醫護人員是**無權存取**您的健康記錄。

(Author unknown, n.d.)

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- 即使您多次到訪同一家免預約診所，也可能不會看到同一位醫護人員。如果您在尋求具持續性的護理，最好找到可以長期跟進您的護理的全科醫護人員。

(Author unknown, n.d.)

免預約診所

讓我們練習在溫哥華尋找免預約診所吧！

如何獲取虛擬醫療：

卑詩省醫療護理目錄



虛擬醫療是什麼

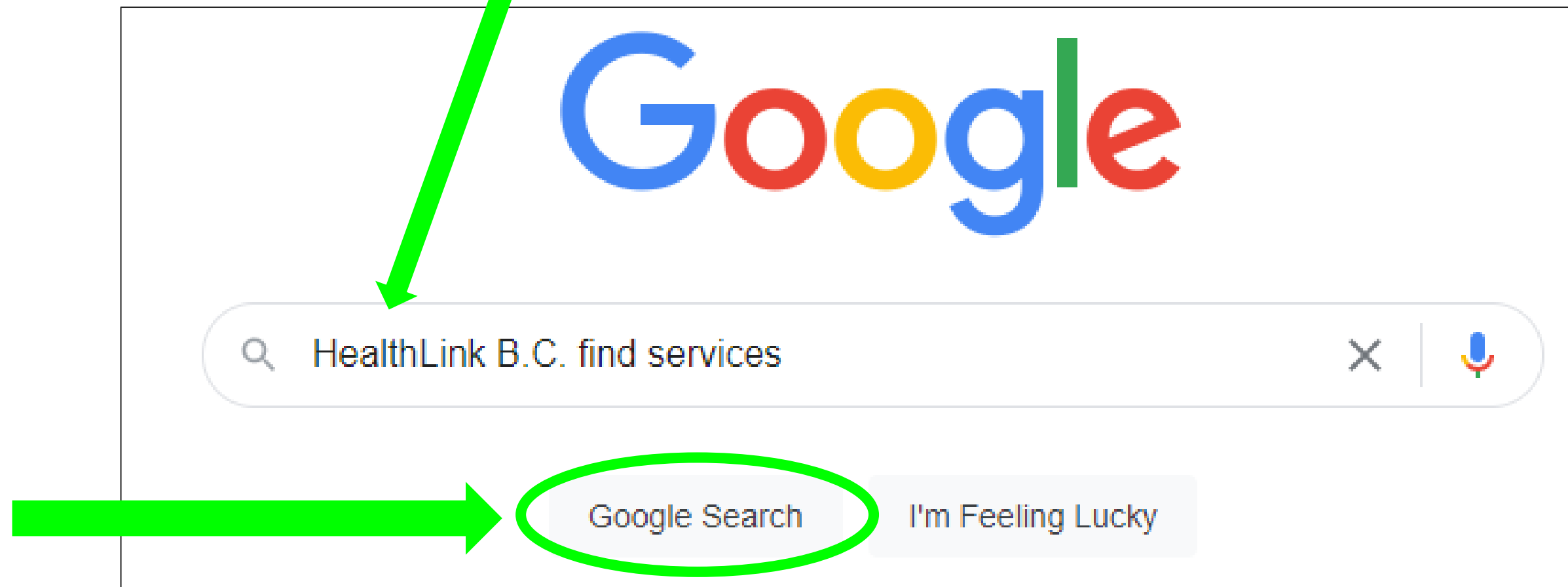
如何獲取虛擬醫療服務

保障您的隱私

摘要

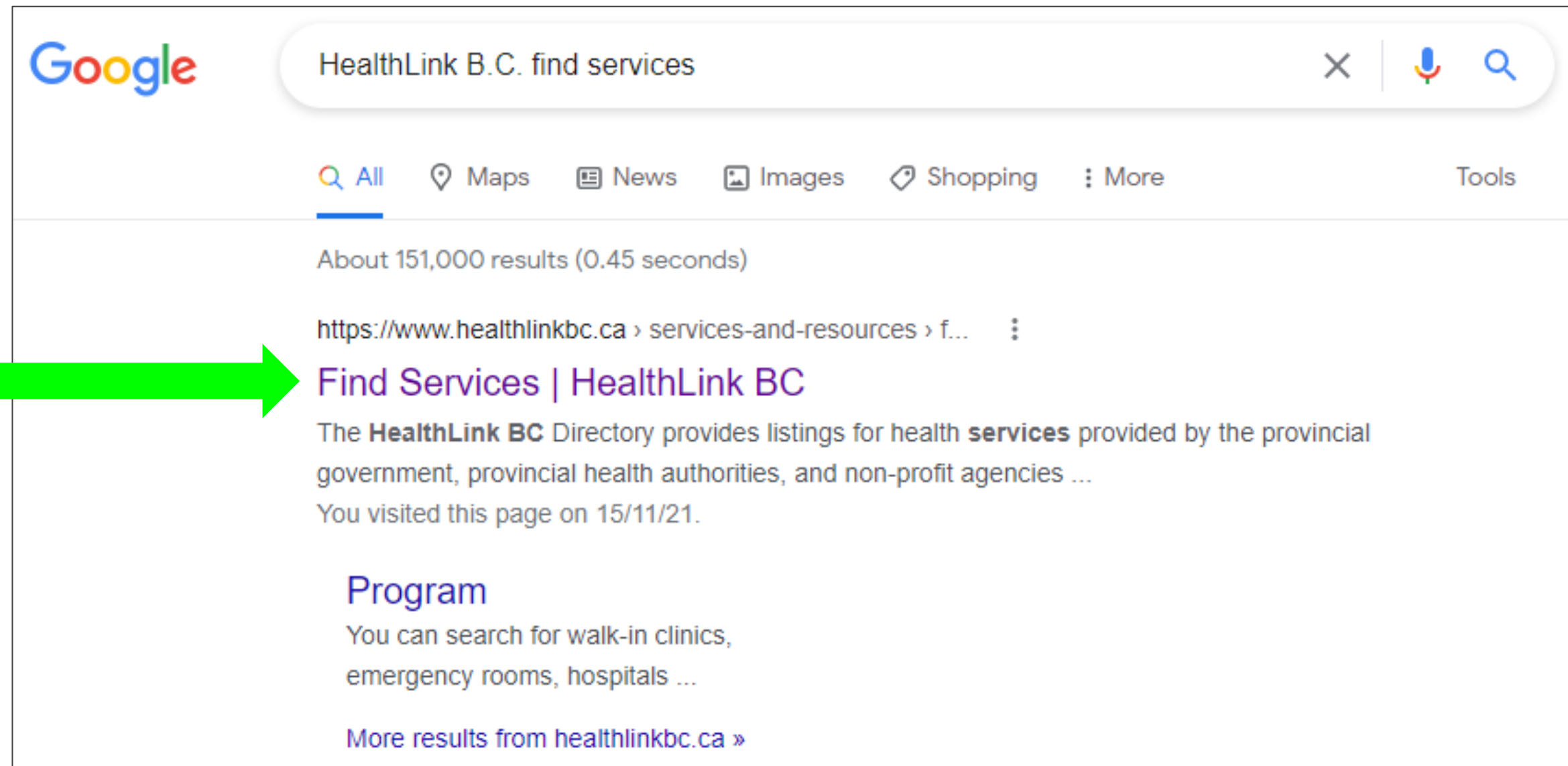
卑詩省醫療護理目錄

1. 使用瀏覽器到訪互聯網
2. 在搜索欄中輸入「HealthLink B.C. 查找服務」
3. 點擊「谷歌搜索」



HealthLink B.C. 目錄

4. 點擊「查找服務| HealthLink BC」



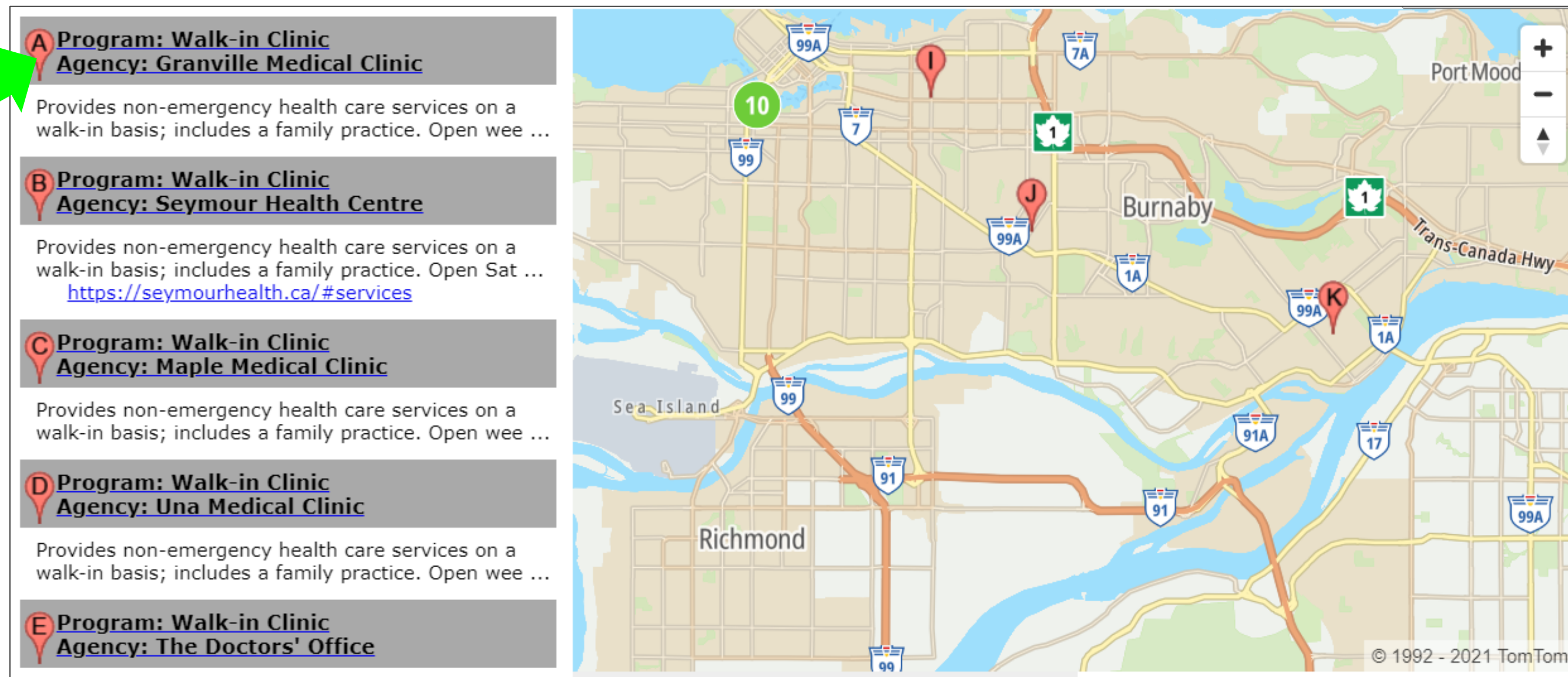
HealthLink B.C. 目錄

5. 輸入您需要的設施類型（免預約診所、醫院等）
6. 選擇您的地區和城市；郵政編碼是非必須的
7. 點擊「搜索」

The screenshot shows the 'Keyword Search' section of the HealthLink B.C. website. At the top, there are tabs for 'Start a new:', 'Guided Search', and 'Keyword Search'. Below the tabs, a message reads: 'You may either type in an agency/program name, or choose a suggested service as you type, then click the button.' A search input field contains the text 'walk in clinic', with a green arrow pointing to it from the left. To the right of the input field is a 'Search' button, which is circled in green and has a green arrow pointing to it from the right. Below the search input, there are two radio buttons: 'Standard Search' (selected) and 'Search All Fields'. Underneath, the text 'Look for resources in or near a location:' is followed by three dropdown menus: 'Region:' with 'Metro Vancouver' selected, 'City:' with 'Vancouver' selected, and 'Postal code:' which is empty. Green arrows point to the 'Region:' and 'City:' dropdowns from the left. At the bottom, there are two radio buttons for sorting: 'Sort alphabetically' and 'Sort by proximity' (selected).

HealthLink B.C. 目錄

8. 挑選您喜歡的設施，然後點擊設施名稱，查看更多詳情。



The screenshot displays a search results interface for HealthLink B.C. On the left, a list of five walk-in clinics is shown, each with a lettered marker (A-E) and a red location pin icon. A large green arrow points to the first result, 'A Program: Walk-in Clinic Agency: Granville Medical Clinic'. The map on the right shows the Burnaby area with several red location pins labeled I, J, and K, corresponding to the search results. The map includes major roads like Highway 99, Highway 7, Highway 1, and Highway 1A, and landmarks like Sea Island and Port Moody. The copyright notice at the bottom right of the map reads '© 1992 - 2021 TomTom'.

A Program: Walk-in Clinic
Agency: Granville Medical Clinic
Provides non-emergency health care services on a walk-in basis; includes a family practice. Open wee ...

B Program: Walk-in Clinic
Agency: Seymour Health Centre
Provides non-emergency health care services on a walk-in basis; includes a family practice. Open Sat ...
<https://seymourhealth.ca/#services>


C Program: Walk-in Clinic
Agency: Maple Medical Clinic
Provides non-emergency health care services on a walk-in basis; includes a family practice. Open wee ...

D Program: Walk-in Clinic
Agency: Una Medical Clinic
Provides non-emergency health care services on a walk-in basis; includes a family practice. Open wee ...

E Program: Walk-in Clinic
Agency: The Doctors' Office

HealthLink B.C. 目錄

9. 您可以撥打電話號碼，詢問這設施是否提供虛擬醫療服務



Program: Walk-in Clinic
[Agency: Granville Medical Clinic](#)

Resource Number: 17656067

Description
Provides non-emergency health care services on a walk-in basis; includes a family practice. Open weekends and evenings.

Program Phones:

604-733-4700	Business Line
604-731-3411	Fax

Location information

Sites offering this program [2578 Granville Street, Vancouver](#)

[+ 2578 Granville Street, Vancouver ->](#)

Location: 2578 Granville Street
Vancouver, BC V6H 3G8 ([Map](#))

Hours of operation

ProgramAtSite Hours:
Note that hours are subject to physician availability and patient volume. Clinic may stop accepting patients before the listed closing time. Closed statutory holidays.

ProgramAtSite Hours:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open:	08:00	08:00	08:00	08:00	08:00	10:00	10:00
Closed:	20:00	20:00	20:00	20:00	20:00	16:00	16:00

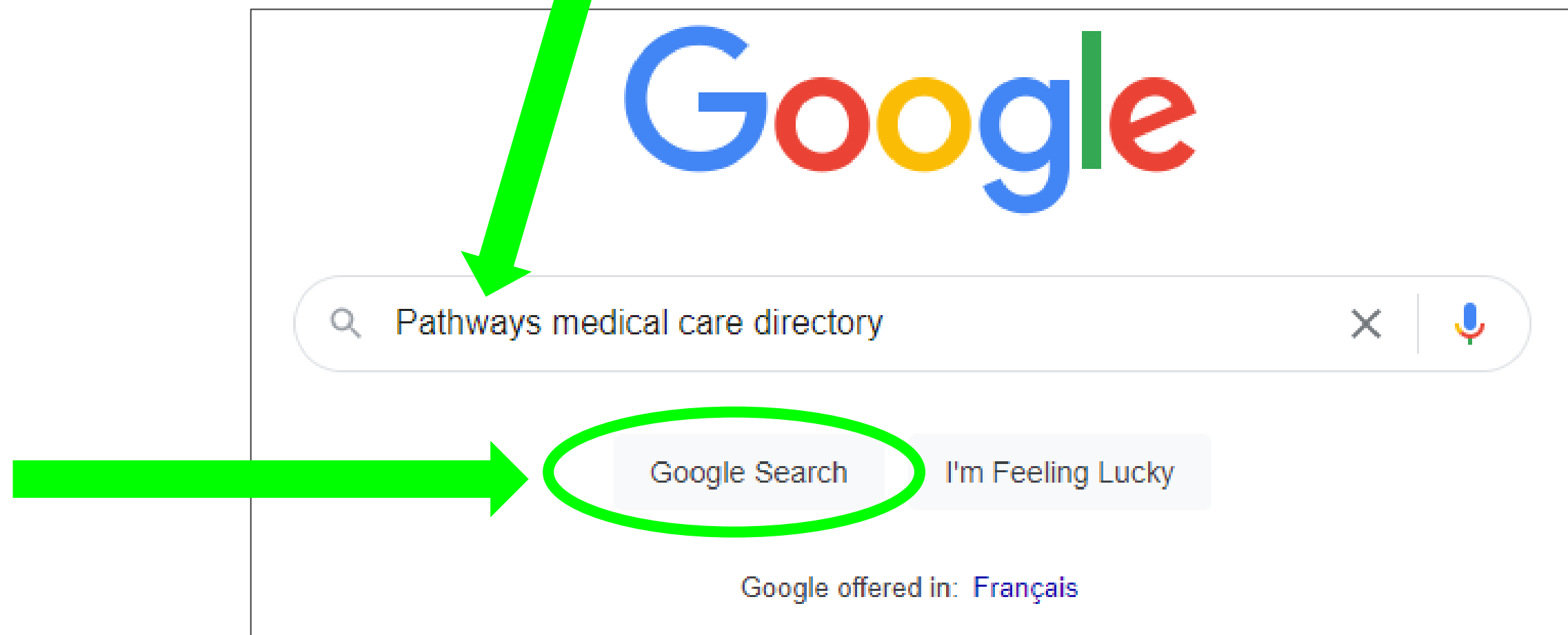
如何獲取虛擬醫療服務：

Pathways 醫療護理目錄



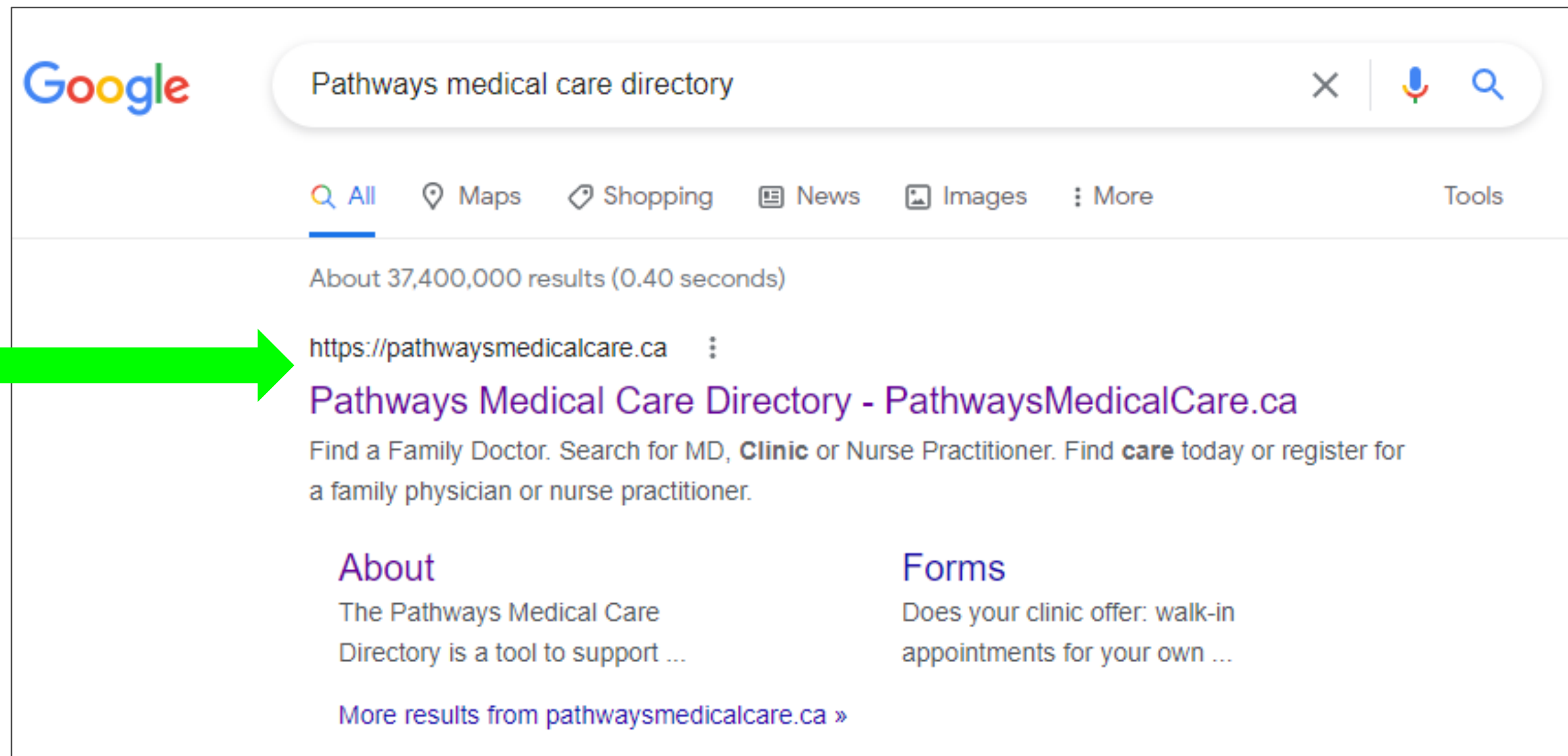
Pathways 醫療護理目錄

1. 使用瀏覽器到訪互聯網
2. 在搜索欄中輸入「Pathways medical care directory」（Pathways 醫療護理目錄）
3. 點擊「谷歌搜索」



Pathways 醫療護理目錄

4. 點擊“Pathways Medical Care Directory – PathwaysMedicalCare.ca”
(Pathways 醫療護理目錄 – PathwaysMedicalCare.ca)



Pathways 醫療護理目錄

5. 輸入您的醫護人員/診所的名稱或輸入城市以查找醫護人員



The screenshot displays the Pathways Medical Care Directory website. At the top left is the logo with a star icon and the text "Pathways™ Medical Care Directory". To the right are navigation links for "Home", "About", and "COVID-19 Resource Library". Below the header is a "Search for Care" section with three filter icons: "In Person", "Telephone", and "Video". There are two main search cards. The first card, "My Family Doctor 我的家庭醫生", includes a doctor icon and a search bar with the placeholder text "Search MD, Clinic or NP". A green arrow points to this search bar. The second card, "Find Care 查找醫護服務", includes a magnifying glass icon and a search bar with the placeholder text "City/Town Search". A green arrow points to this search bar.

Pathways 醫療護理目錄

6. 挑選一位醫護人員或診所，然後點擊超連結，進一步查看更多資料

The screenshot shows the Pathways Medical Care Directory website. The header includes the logo and navigation links: Home, About, and COVID-19 Resource Library. The main heading is "Search Results for: Vancouver". Below this, a notice states: "This city is under development: New information is being added weekly, please check back again soon." It also provides contact information for HealthLinkBC: "HealthLinkBC provides access to non-emergency health information and advice. You can call 8-1-1 or visit www.healthlinkbc.ca 24 hours a day. For critical or life-threatening conditions call 9-1-1 or go to the nearest emergency room." There are two main sections: "I need care and do not have a doctor" and a map. The "I need care and do not have a doctor" section lists two options: "Dr. Kathryn Porter" at Well Health - Hastings Sunrise Medical Clinic (102 - 2280 East Hastings Street, Vancouver) and "Aquarius Medical Clinic" (202 - 179 Davie Street, Vancouver). The map shows various medical locations in Vancouver with a search box for "Sina Javadi". A green arrow points from the instruction text above to the "Aquarius Medical Clinic" listing.

Pathways 醫療護理目錄

7. 您可以找到有關是否提供親自面見和虛擬護理服務、預約方式和營業時間的詳細信息。

Pathways™
Medical Care Directory

Home About COVID-19 Resource Library

Aquarius Medical Clinic [View Providers at this clinic](#)

604-669-7772 Ext. 0
202 - 179 Davie Street, Vancouver, BC
aquariusmedical.ca
Available for walk-in or online care for any patients in our area ✓

Appointment types offered
In Person Telephone Video

To book an appointment
· Call our office
· For video appointments, a secure web browser link will be sent to patient's cell phone or email. The platform works best on Chrome Browser.

Clinic Hours

MON	TUE	WED	THU	FRI	SAT	SUN
8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	9:00 am - 3:00 pm	9:00 am - 3:00 pm

保障您的隱私

虛擬醫療指南



(Author unknown, n.d.)

保障您的隱私

- 醫護人員就親自面見和虛擬護理探訪均遵循其學院、協會和卑詩省法律的要求。

保障您的隱私

- 醫護人員就親自面見和虛擬護理探訪均遵循其學院、協會和卑詩省法律的要求。
- 舉例，卑詩省醫學協會為提供虛擬醫療的醫生提供指引，包括以下資源用作：

保障您的隱私

- 醫護人員就有關親自面見和虛擬護理探訪均遵循其學院、協會和卑詩省法律的要求。
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 - 識別在提供虛擬醫療時使用的安全保護措施

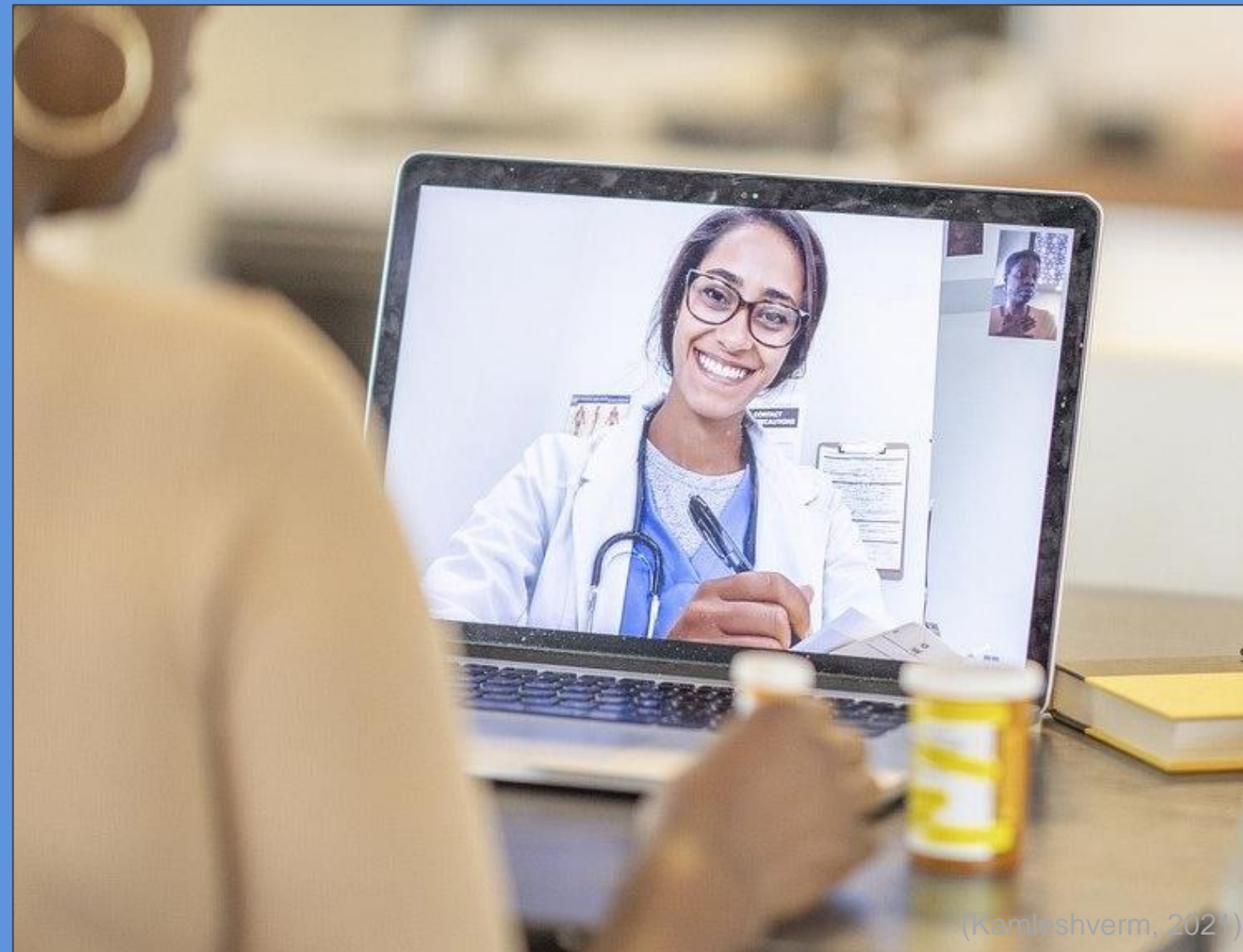
保障您的隱私

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 - 識別在提供虛擬醫療時使用的安全保護措施
 - 總結使用移動裝置提供醫療護理服務的風險和好處

保障您的隱私

- 醫護人員就有關親自面見和虛擬護理探訪均遵循其學院、協會和卑詩省法律的要求。
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 - 總結使用移動裝置提供醫療護理服務的風險和好處
 - 識別使用移動裝置的要求和最佳實行方式

摘要：



摘要：

您可以透過下列途徑獲取虛擬醫療服務：

家庭醫生
(或其他全科醫護人員)



Pathways 醫療
護理目錄



卑詩省醫療護理
目錄



免預約診所



摘要

關於通常由您的全科醫護人員處理的任何健康問題：

- 致電或發送電子郵件給您的醫護人員預約約會時間



摘要

關於通常由您的全科醫護人員處理的任何健康問題：

- 致電或發送電子郵件給您的醫護人員預約約會時間
- 如果您的醫護人員提供虛擬醫療護理，他將分享如何加入約會的詳細信息（例如，點擊連結或接聽醫生的電話）



摘要

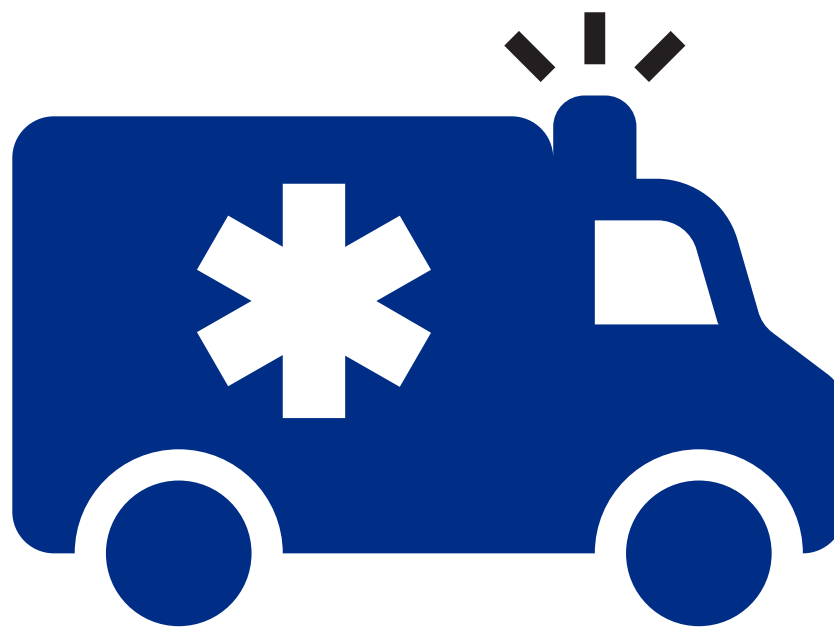
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- 致電或發送電子郵件給您的醫護人員預約約會時間
- 如果您的醫護人員提供虛擬醫療護理，他將分享如何加入約會的詳細信息（例如，點擊連結或接聽醫生的電話）
- 雖然某些醫療健康的需要確實可以通過虛擬方式處理，但如果您更願意親身面見您的醫護人員，您應該告訴他



摘要

- 請記住，在醫療緊急情況下：
 - 立即尋求救助
 - 前往急症室或撥打 911



問題？

- HealthLink B.C. Directory (卑詩省醫療護理目錄)



<https://www.healthlinkbc.ca/services-and-resources/find-services>

- Pathways Medical Care Directory (Pathways 醫療護理目錄)

<https://pathwaysmedicalcare.ca/>



圖像來源

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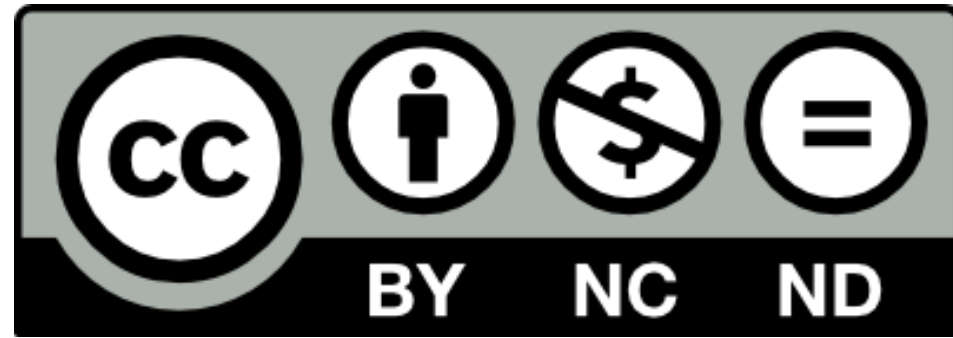
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Note: screen captures were provided by iCON on slides 24-35, 43, 48.

再次感謝：



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