

## 如何以虛擬方式聯繫護理人員

### How to Access Care Providers Virtually

#### 活動工作紙 Worksheet Activity

**案例分析：**Wendy 今天早上起床時，發現手背上出現了紅疹。在中午時分，她發現皮膚開始有點癢，雖然並沒有造成明顯的疼痛或不適，但她認為可能需要尋求醫療協助。

**Scenario:** When Wendy woke up this morning, she noticed a rash on the back of her hand. Around lunch time, she finds the rash is starting to get a little bit itchy, although it is not causing her any significant pain or discomfort. She thinks it may be good to get medical help.

**問題 1：**Wendy 是否可以考慮使用虛擬醫療來評估她的皮疹情況？

**Question 1:** Is virtual care something Wendy could consider to get medical help with her rash?

- A. 正確。Wendy 可以撥打 8-1-1 與註冊護士通話，讓護士評估她的皮膚狀況，並指導她如何處理，以及是否需要親身約見醫護人員。

Yes. Wendy could call 8-1-1 to speak to a registered nurse to assess her rash and give her directions for how to treat it and if she may need to seek in-person care.

- B. 不正確。Wendy 應該等到下次與醫療提供者的面診，即使下次的預約要等 1 至 2 周。

No. Wendy should wait for the next appointment with her primary care provider, even though the next available appointment is 1-2 weeks away.

- C. 不正確。Wendy 應該立即前往急診室尋求醫療協助。

No. Wendy should immediately seek in-person care at the emergency department.

**問題 2：**Wendy 可以考慮哪些途徑獲得虛擬醫療？如果選擇親身面診，又有哪些選項呢？

**Question 2:** What are some options that Wendy can consider to access virtual care? What about in-person care?

**問題 3：**Wendy 考慮後決定撥打 8-1-1 尋求治療皮疹的醫療協助。在撥打電話前，有那些注意事項？請選擇最佳的答案。

**Question 3:** Wendy considers her options and decides to call 8-1-1 to get medical help with her rash. What should she do before she calls? Select the best answer.

- A. Wendy 應該準備好她的醫療卡，尋找一個電話信號良好和安靜的私人空間。  
Wendy should get her health card out, and find a private, quiet space with good phone reception.
- B. Wendy 應該記下有關她健康的重要資訊，包括目前服用的藥物和現時的健康狀況，以便在必要時提供這些資料予醫療提供者。  
Wendy should make note of important information about her health, including her current medications and pre-existing health conditions, in case they ask for this information.
- C. Wendy 應該在打電話前，將她想要詢問醫療提供者的問題列出來。  
Wendy should write down a list of questions she would like to ask the healthcare provider before calling.
- D. 以上所有選項。  
All of the above.
- E. 以上皆非。Wendy 在撥打 8-1-1 前不需要做任何準備。  
None of the above. Wendy does not need to do anything before she calls 8-1-1.

**答案 1：**正確答案是 A，“正確”。

Wendy 可以考慮進行虛擬醫療，因為她的皮膚狀況並沒有在短時間內惡化，也沒有明顯的痛楚或不適。

如果她願意的話，也可以選擇親身面診。在非緊急情況下，她可以優先考慮聯繫她的家庭醫生；如若需要短期內面診，亦可以考慮前往藥房約見藥劑師或緊急和初級保健中心 (UPCC)，建議先行查詢預約機制，或是否可以直接就診。

急症室不是一個合適的選項，因為 Wendy 的徵狀沒有危及生命。如果她的皮膚狀況在短時間內惡化，並且伴隨喉嚨刺癢或呼吸困難，她應該立即尋求醫療協助，可以撥打 911 或前往急症室。

**Answer 1:** The correct answer is A, “Yes”. Wendy can consider virtual care for her rash, as it is not changing rapidly or causing her significant pain or discomfort.

She may also choose to use in-person care instead if she prefers, which is also okay, however she should consider going to see her primary care provider, if she can wait, or visit a pharmacist or an Urgent and Primary Care Centre to be seen more quickly. She should check if she needs to make an appointment or if she is able to walk in.

The emergency department is not an appropriate option as her symptoms do not suggest a life-threatening condition. If Wendy’s symptoms were different, such as a rapidly changing rash, or a rash that is combined with a scratchy throat or difficulty breathing, she should seek immediate care by calling 911 or visiting the emergency department.

**答案 2：**

虛擬醫療選項：

- **撥打 8-1-1：**與註冊護士通話，評估她的皮膚狀況並尋求治療建議，以及是否需要親身面診。8-1-1 同時提供 130 種語言的翻譯服務，Wendy 可以在致電時表明她所需的語言。
- **與家庭醫生安排視頻：**Wendy 可以致電她的家庭醫生，詢問是否可以進行虛擬醫療，或是建議她親身前來面診。

親身面診選項：

- **前往藥房並由藥劑師評估及提供治療**：皮疹是卑詩省藥劑師可以治療的 21 種輕微疾病之一，患者可以在網上預約或直接前往藥房接受治療。
- **前往緊急和初級保健中心 (UPCC)**：Wendy 可以直接前往緊急和初級保健中心，由家庭醫生或醫護師進行評估並提供治療。
- **前往她的家庭醫生**：如果有預約，Wendy 可親身與她的家庭醫生會面，確保醫療護理持續性的同時，亦可在需要進一步治療時由同一位醫生跟進病況。

## Answer 2:

### Virtual care options:

- **Call 8-1-1** to speak to a registered nurse to assess her rash and give her directions for how to treat it and if she may need to seek in-person care. 8-1-1 also provides interpretation services in 130 languages – Wendy can call and state the language she prefers.
- **Set up a video appointment with primary care provider.** Wendy should call the primary care provider's office and confirm that this is something that her provider is comfortable treating virtually, or if they prefer that she comes in person.

### In-person care options:

- **Visit a pharmacy to get assessed and treated by a pharmacist.** Skin rashes are one of the 21 minor ailments that can be treated by pharmacists in B.C. Appointments can be scheduled online, or patients can walk into many pharmacies.
- **Visit an Urgent and Primary Care Centre (UPCC).** Wendy can walk in to a UPCC to get assessed and treated by a family doctor or nurse practitioner.
- **Visit her regular primary care provider.** If an appointment is available, Wendy may choose to visit her primary care provider in-person. This allows for continuous care and follow-up with the same provider if further treatment is needed.

**答案 3**：正確答案是 D，“以上所有選項”。透過遵循這些步驟，Wendy 在通話時能夠準備充足，並在需要時提供重要的資訊。

**Answer 3:** The correct answer is D, “All of the above”. By following these steps, Wendy will feel prepared during the call and will have all of the important information ready to share when needed.