



fraserhealth

Better health.
Best in health care.

Health Care Service Navigation

Fraser Health Virtual Care

1-800-314-0999

Sonia Jose, Care Coordinator

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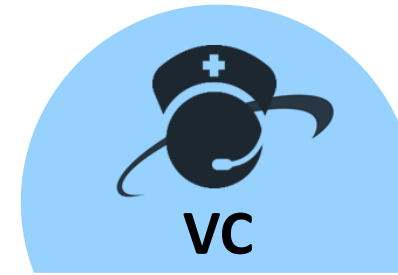
Health Care Service Navigation



10am-10pm



24/7



- Nurse assessment
- Nurse assessment by phone or video
- Transfer to urgent care NP/MD assessment
- Virtual visits with other clinicians
- Connections to full range of Fraser Health services
- Fraser Health appointment scheduling (e.g., UPCC)
- Document in Fraser Health patient chart
- PCPs have access to patient medical records
- Post-discharge nursing support
- 24/7 health care navigation

	VC	HealthLink
Nurse assessment	✓	✓
Nurse assessment by phone or video	✓	✓
Transfer to urgent care NP/MD assessment	✓	✗
Virtual visits with other clinicians	→ Future capability	✓
Connections to full range of Fraser Health services	✓	✗
Fraser Health appointment scheduling (e.g., UPCC)	✓	✗
Document in Fraser Health patient chart	✓	✗
PCPs have access to patient medical records	✓	✗
Post-discharge nursing support	✓	✗
24/7 health care navigation	✗	✓

10AM–10PM

24/7

Acronyms
 MD = medical doctor
 NP = nurse practitioner
 PCP = primary care provider
 UPCC = Urgent and Primary Care Centre



Fraser Health Virtual Care

1-800-314-0999

10 am—10 pm

seven days a week

fraserhealth.ca/virtualcare



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1-800-314-0999



VC

Client-initiated interactions

Inbound

Health Questions or Concerns
Telephone AND web chat (video add-on)
10am-10pm, Everyday



I have this large rash, should I go to the ER?

FH Interpreter Services as needed

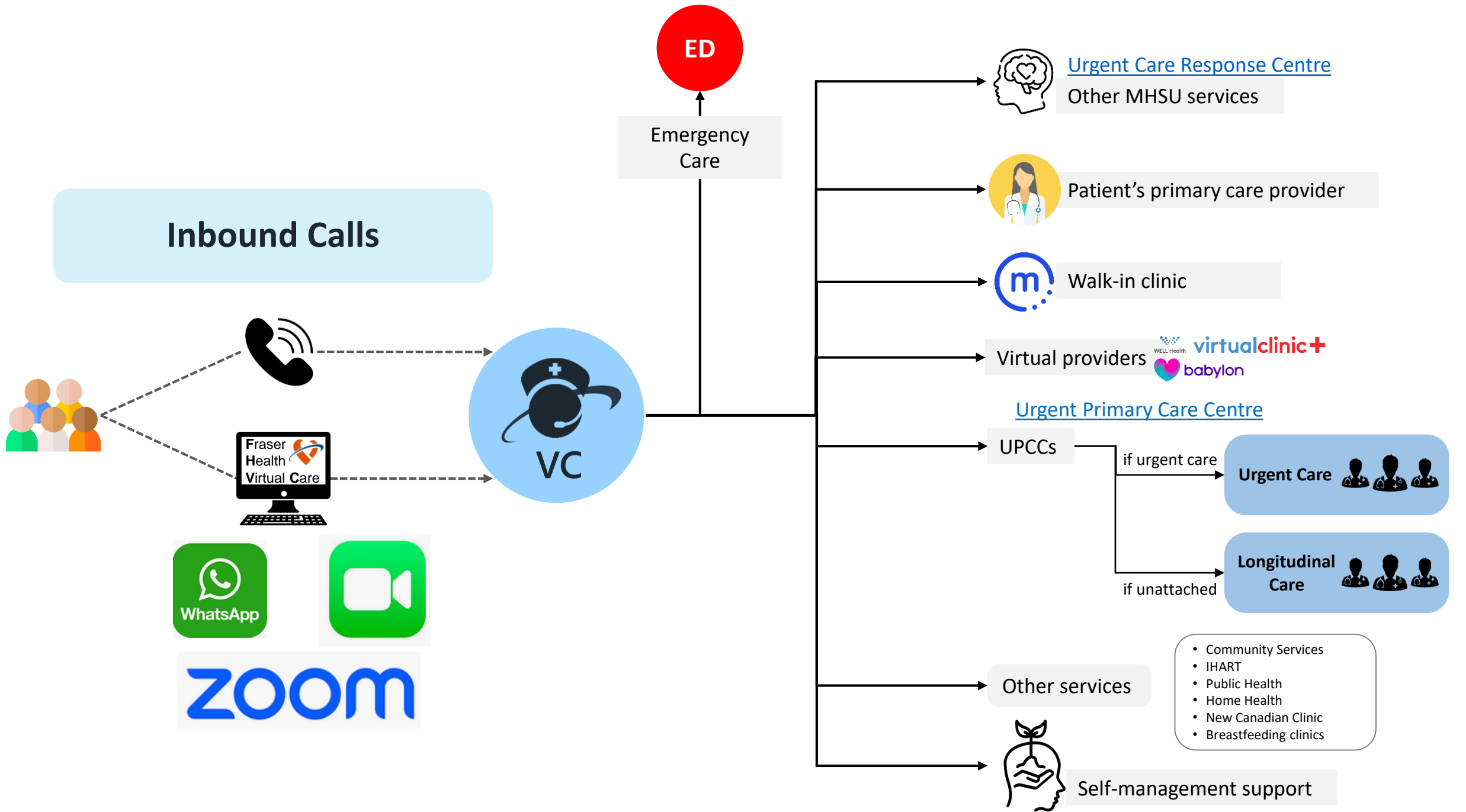
VC-initiated interactions

Post-discharge

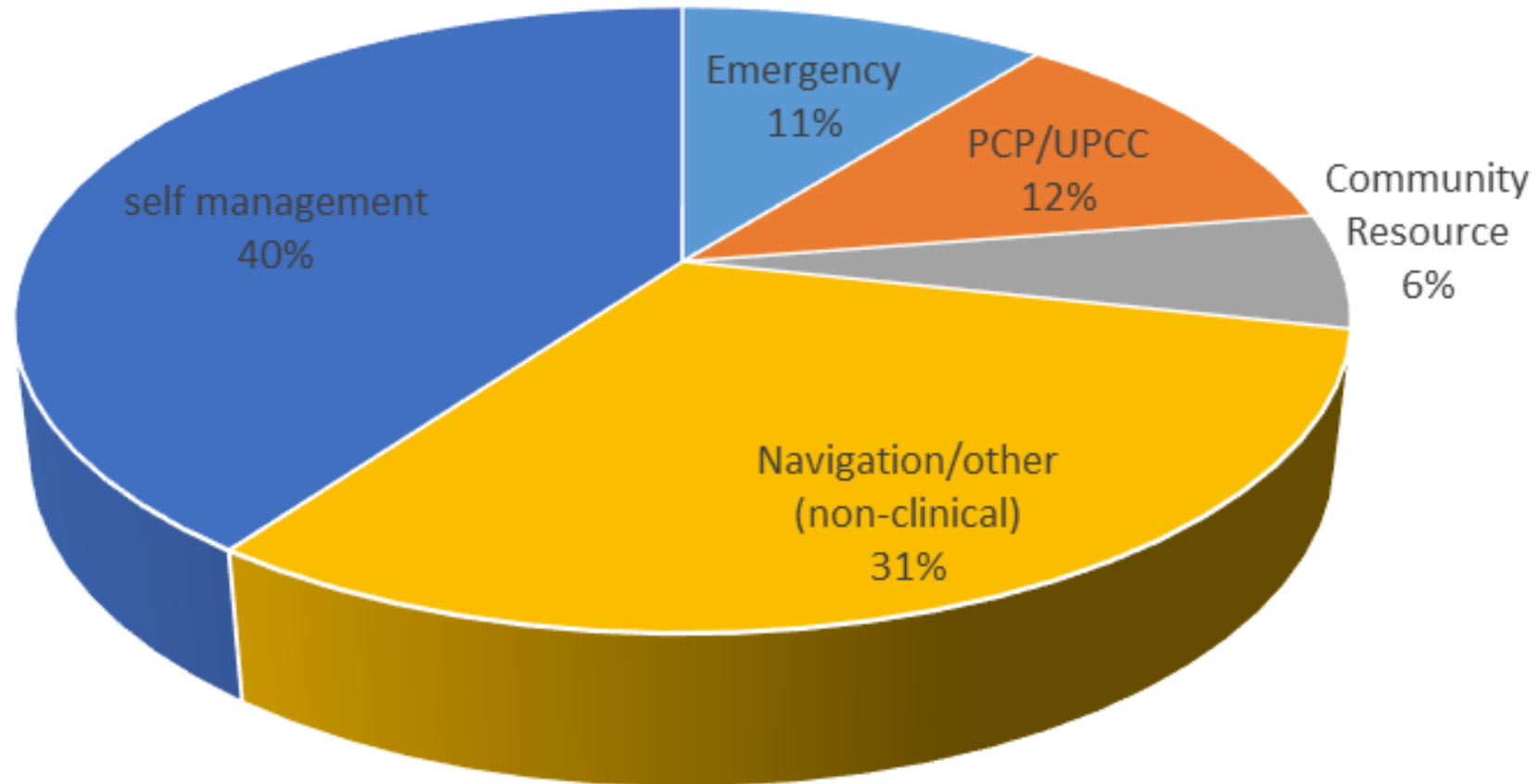
General check-in calls 48-72 hours after discharge
Focused on patients at high-risk of readmission
Not intended to replace existing services



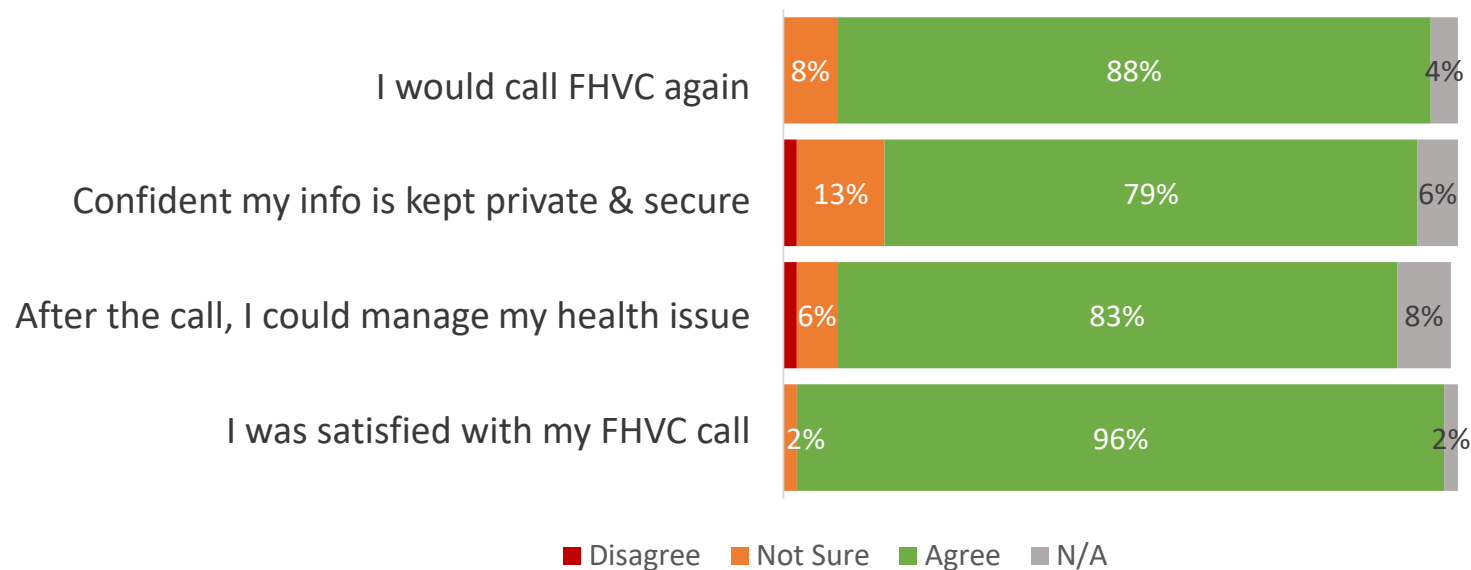
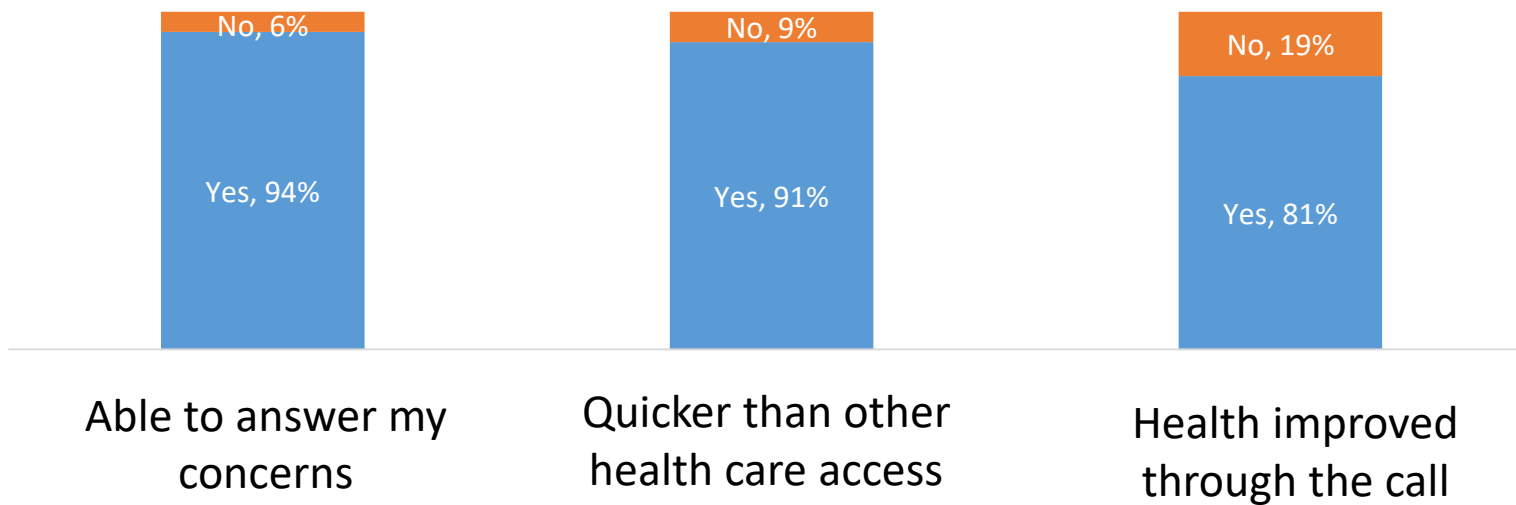
How are you recovering after your discharge?



Is Virtual Care Useful?



Inbound Experience



"[The nurse] not only saved me time & frustration, she reassured & calmed me."

"I would have had to wait from a Friday afternoon until a Monday morning at the very earliest to talk to my family doctor."

"Provided the answer that I needed. Prevented me from having to go to the hospital"

"I just completed a simpler surgery and was sent home with zero information and no medication. Two days after, I was still feeling slight discomfort (I don't have a family doctor). So, call the nurse to resolve some of my concerns and she also provides some guidance to me for sure help!"

Post-Discharge Questions

- Goals**
1. Support transition back to home
 2. Increase access to primary and community care
 3. Prevent ED visits and readmissions

Literature

1 in 5 discharges results in a post-discharge **adverse event**
~30% are preventable

Patients who received a post-discharge call were **23% less likely to be readmitted** within 30 days of discharge

Preventing avoidable readmissions can **improve quality of life** for patients
cost savings for the organization

VC For Health Care Navigation?

- What is the best way to share this information? (See back table)
 - Posters
 - Post cards
 - Magnets
- Consider incorporating VC in your programing!
 - Help clients access health easier use existing office staff etc



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- Tech tools: Live chat, Chatbot, etc.
- 24/7 health care navigation

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24/7 health care navigation	✗ Services 10 AM–10 PM	✓

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Thank
You

Questions?
Comments?

Contact us



Sonia.Jose@fraserhealth.ca

Patient Care Coordinator



Kevin.lambert@fraserhealth.ca

Patient Care Coordinator

Unsure where to start to address
your health concern?

Call us first

to be connected to a Registered Nurse



Clinical assessment, advice and direct referrals.

Use your **ER** wisely.

10 am—10 pm

seven days a week

fraserhealth.ca/virtualcare

