如何以虛擬方式聯繫護理人員
How to Access Care Providers Virtually

什麼是虛擬醫療? What is Virtual Care?

虛擬醫療是使用資訊及通訊科技，在遠距離的患者和醫護人員之間直接提供護理服務
Virtual care is the direct delivery of care between a patient and a healthcare provider, at distance, using information and communication technology

虛擬醫療可以透過以下通訊科技提供：
Virtual care can be provided through communication technologies below:

視像會議 Video conferencing	電話 Telephone	文字短信 Text messaging	電子郵件 Email

哪些狀況可以透過虛擬形式進行?
What can be done virtually?

- 診斷急性病 (例如：感冒)
- 管理慢性疾病 (例如：糖尿病)
- 支援心理健康 (例如：心理諮詢)
- 有關改變生活方式的健康建議 (例如：營養)
- 管理處方藥物
- 轉介至專科醫生

- Acute illness diagnosis (e.g. colds)
- Managing chronic conditions (e.g. diabetes)
- Mental health support (e.g. counseling)
- Health advice for lifestyle changes (e.g. nutrition)
- Prescription management
- Referrals to specialists

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虛擬醫療的好處和限制
Benefits and limitations of virtual care

虛擬醫療的好處 Benefits of virtual care

- 節省時間
- 避免因輕微的健康問題而前往急症室
- 減少患者暴露於潛在健康風險中
- 方便/容易獲取

- Saves time
- Can avoid visiting the ER for minor health problems
- Decreases patient exposure to potential health risks
- Easily accessible

虛擬醫療的限制 Limitations of virtual care

- 如您沒有約見平時的醫療提供者，會降低護理的連續性 （類似於前往免預約診所）
- 有些狀況需要患者親身去檢查或檢驗，而虛擬醫療無法提供這些服務
- 未能處理的緊急情況

- Reduced continuity of care if you don't see your usual provider (similar to visiting a walk-in clinic)
- Some conditions need in-person exams or tests that virtual care can't provide
- Dealing with emergencies

🌐 **www.iconproject.org**　　f **iconproject**

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Thank you to the B.C. Ministry of Health Patients as Partners Initiative for their support.

卑詩健康連結服務
HealthLink BC services

8-1-1

- **導航**：24小時協助查找醫療護理與一般健康問題
- **護理**：非緊急諮詢與症狀評估
- **營養師**：支援營養、慢性病管理與兒科營養查詢
- **運動專業人士**：設定運動的目標與轉介服務
- **藥房**：提供每晚服用藥物的建議
- **醫生**：由護士轉介進一步醫療評估

- **Navigation**: 24/7 help with finding healthcare and general health questions
- **Nursing**: Non-emergency advice and symptom checks
- **Dietitians**: nutrition support
- **Exercise Professionals**: activity goal-setting and program referrals
- **Pharmacy**: Nightly medication advice
- **Physicians**: Referrals from nurses for further medical assessment

卑詩健康服務定位應用程式 B.C. Health Services Locator app

- 找到附近的醫療服務，包括免預約診所、緊急護理服務、醫院、藥房等
- 獲取本地緊急健康號碼

- Find health services near you, including walk-in clinics, urgent care, hospitals, pharmacies and more
- Access local emergency health numbers

醫療聯繫登記系統 Health Connect Registry

- 註冊醫療聯繫登記系統，協助您在社區查找家庭醫生和醫護師。

- Register to get a family doctor or nurse practitioner in your community

如何為您的虛擬醫療作準備
How to prepare for your virtual appointment

1. 預約您的看診 Book your appointment

- 選擇您的診所或醫療保健提供者
- 透過他們的網站或電話預約您的看診
- 在預約前填寫所需的表格
- 詢問是否有專業的翻譯服務

- Choose your healthcare provider
- Book your appointment through their website or phone
- Complete any required forms before your appointment
- Ask if professional interpretation services are available

2. 預約前 Before your appointment

- 準備文件：醫療卡、身份證、 病歷、表格、照片
- 選擇您的設備
- 為您的設備充電並確保穩定的網絡
- 考慮是否需要家人或陪伴者在場
- 列出您的徵狀，包括徵狀開始的時間
- 記下您曾因這些症狀而接受的任何治療
- 記錄您想提出的任何問題

- Prepare documents: health insurance card, ID, medical history, forms, photos
- Choose your device
- Charge your device and ensure a stable Internet connection.
- Consider having a family member or support person present
- Write a list of your symptoms, including when they started
- Write down any previous treatment you have received for these symptoms
- Write down any questions you have

3. 預約期間 During your appointment

- 介紹自己以及與您同行的人
- 保持在鏡頭前面
- 仔細聆聽並做好筆記
- 如有任何不清楚的地方，請立即詢問

- Introduce yourself and anyone with you
- Stay in front of the camera
- Listen carefully and take notes
- Ask questions if anything is unclear

如何為您的虛擬醫療作準備 （續）
How to prepare for your virtual appointment (cont')

4. 預約後 After your appointment

- 查閱看診的摘要（如果有提供）
- 跟進處方藥物、轉診或下一個步驟
- 保留您的筆記，以便日後看診時使用

- Review the visit summary (if provided)
- Follow up on prescriptions, referrals, or next steps
- Save your notes for future appointments

如何在使用網上醫療服務時保護您的私隱
How to protect your privacy while accessing care online

您可以透過以下措施來保護您的個人健康資訊：

- 選擇可靠的平台
- 分享敏感資料時要謹慎
- 選擇一個私隱的個人空間
- 使用高強度密碼
- 設置多重身份驗證
- 謹慎使用公共電腦與Wi-Fi

You can protect your personal health information online by taking these measures:

- Choose to use trusted platforms
- Be careful when sharing sensitive information
- Choose a place where you won't be overheard
- Use a strong password
- Set up multi-factor authentication
- Be cautious using public computers and Wi-Fi

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。
In a medical emergency, seek immediate medical attention by going to the Emergency Room OR call 911.