

Fraser Health Together

Virtual Health Update
Digital Board Committee
September 24, 2024

Virtual Psychiatry Unit – Patient Experience

A 20-year-old male with no prior mental health history presented to a local community centre exhibiting early signs of psychosis. Due to the need for more intensive care than the community service could provide, he was redirected to the emergency room. The patient and his family expressed a desire to care for him at home. Consequently, he was referred to and admitted to the Virtual Psychiatry Unit, where he received prompt medication to alleviate his psychotic symptoms and worked on his recovery plan with the interdisciplinary team.

During his stay, the patient actively participated in occupational and recreation therapy services and regularly attended group sessions. Upon discharge, he and his family were connected to the Early Psychosis Intervention Program, where they were able to continue their care in community. They expressed immense gratitude for the support received during this challenging time and appreciated the ability to care for their loved one at home while benefiting from the 24-hour acute support provided by the team.



Fraser Health Virtual Care - Patient Experience

An 80-year-old gentleman who was admitted to hospital following a seizure was called as a discharge follow up. This patient was started on Keppra (an anti-seizure medication) while in hospital. However, the patient's spouse was not administering this medication to the patient since she had not been educated on what this new medication was used for. The Fraser Health Virtual Care nurse provided some teaching regarding the action and purpose of Keppra. Once the patient's wife understood how important this medication was, she was agreeable to starting to administer it to the patient. This patient was at high risk to have another seizure, and possible suffer injuries from same. That risk was minimized, after the post discharge call, resulting in the safer patient outcome.



Fraser Health Virtual Care Dietitian - Patient Experience

A 63-year-old gentleman discharged from Surrey Memorial Hospital after an ortho surgery was referred to the Fraser Health Virtual Care dietitian by a Fraser Health Virtual Care nurse. This patient had never seen a dietitian before, but left hospital malnourished reporting a poor appetite for months related to his mental health, financial constraints, and physical pain. This patient also experienced severe unintentional weight loss over the past few months and wore baggy clothing to hide the visible muscle loss. The dietitian contacted this patient and provided nutrition counselling and education regarding practical tips the patient could implement immediately to maximize his protein and calorie intake to promote weight restoration. Low-cost community nutrition resources were also emailed considering reported financial constraints. This patient was also referred to the general outpatient dietitian team for ongoing follow up for malnutrition - this client was extremely grateful to now have access to free dietitian support.

**Need nutrition
guidance?**

Our Fraser Health Virtual Care service
now offers registered dietitian services.



Sonella Ramanaden, RD
Virtual Care Dietitian