

NSCC Minutes Jan.19/26

Vicci called the meeting to order at 1:00pm. She reminded members that they must register for each meeting on the City of Surrey website.

Joan read the minutes of the Jan 12 meeting and adopted them as read, seconded by Greg. There were no visitors present.

Angus gave an update re:drop-in attendance.

Vicci noted that there is no meeting next week, due to the Seniors' Advocate's "Chat and Coffee".

This week's speaker is Nina, from Fraser Health's Virtual Health.

She gave their phone # 1 800-314-0999 and explained their history, functions, etc.

Virtual Health started in 2019, just prior to the pandemic.

It is run by an all-RN's with Emergency training.

It is open from 10:00am - 10:00 pm 7 days a week, 52 weeks a year.

Information is available via phone, videos or web-chat.

In addition to RN staff, there is a Registered Dietician available by appointment to advise re: diabetic and other dietary concerns. Call the 1-800# above

Call the 1-800# to reach the right service at the right time.

Contact can be by client. Callers can be directed to an Urgent Primary Care Clinic if appropriate.

Nurse-initiated contact may be made to patients within up to 48 hours post-discharge from hospital, with a referral from a doctor. The focus is on high-risk patients.

They can also recommend self-management resources, if appropriate.

Nina also compared wait times re: phone calls to 811 vs Virtual Care:

Long waits at 811 Health Link vs. 4 - 17 minutes at Virtual Care.

Additionally, Virtual Care has access to your Health Records.

Many patients have chronic illnesses, eg.- Diabetes, Asthma

Patients from cradle to old age.

Medical interpreters are available.

Resources are available for victims of Elder Abuse.

Nina's presentation ended at coffee break.

Post-Coffee - a Q and A led by Victor, Angus and Joan. Screen-shots and other questions were discussed.

Meeting adjourned at 3:00pm