



A story from a nurse on the psychopharmacology team

Virtual care is practiced throughout Holland Bloorview. This story shares the experience and hopes of Cathy Petta, a member of the psychopharmacology team, who has been expanding her use of virtual care.

Cathy, a nurse, is the point person on the team for families. She provides family support between visits, crisis triage and follow-up monitoring.

Psychopharmacology Clinic

- The clinical team has been conducting virtual care visits with children across Ontario for many years using OTN.
- More recently, the team has used Zoom® and finds it easier for appointment booking, inviting community team members to virtual care visits and more technically reliable in terms of the internet connection.
- Some team members collaborate virtually in research, community building and education such as being part of the virtual Echo Autism expert hub.

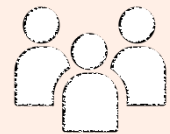
I run a group sleep education workshop for families. Before COVID-19, this workshop was offered in-person. I decided to give it a try via ZOOM® and it is working very well. I hope to continue delivering this workshop virtually post-COVID-19.

Cathy's virtual care experience

- Providing virtual care by phone or Zoom® has worked well for Cathy, allowing her to:
 - connect with clients/families between clinic visits
 - triage urgent appointments
 - redirect clients/families to resources
 - monitor medication (e.g. side effects)
 - consult with community based clinicians

Psychopharmacology Clinic Team

- Carly Diamond, BScPhm
- Cathy Petta, RN
- Cecilia Lee, MD
- Erica Laframboise, BCBA
- Erin Kohlmetz, RN
- Evdokia Anagnostou, MD
- Megan McCrorie
- Melanie Penner, MD
- Pam Green, RN(EC)
- Sharon Smile, MD
- Susan Branscombe
- Tamara Milicevic, BScPhm
- Wei Chien, BScPhm



What has worked well

- Zoom® works well and has many different functions - break out rooms for small group discussions, video and resource sharing.
- Almost everything that can be done in an in-person workshop can be done virtually.

Hopes for the future

- Continuing with telephone and video enabled care.
- Offering video-based parent workshops and programs as an additional service that augments in-person care.

Tips and words of encouragement

- The extent of the interaction that is possible with families using Zoom® is amazing.
- Just try it! Be transparent and tell families you are trying virtual care. Let them know that you need to see if it is useful and effective for them and their child to help determine whether it can be used going forward.

I have been honest with families in the sleep and parenting programs... telling them that this is my first time doing virtual care and that their feedback will help me to improve the service.