

## Options for Nutrition Services as an alternative to Burnaby PCN

The Burnaby PCN Dietitian service is designed for patients with mild-to-moderate nutritional needs for which there is not an existing service, or for patients who do not meet the eligibility criteria for other services.

Below you will find some alternative dietitian resources available to Burnaby patients in an effort to ensure that patients are receiving the most appropriate service in the most timely manner.

### FHA Virtual Dietitian | 10-4pm, Mon-Fri

- Client calls FHA Virtual Care Call Centre line (1-800-314-0999), can also refer to the dietitian directly in meditech
- Calls triaged to a regional dietitian by a nurse, either immediately or via appointment
- Moderate to severe needs (ie: prevent UPCC or ER visit) &/or to connect client to urgent community resources
- Dietitian has access to FHA records & charting will be found in UCI after interaction
- One time call, no caseload, but clients are welcome to call multiple times
- Exclusion: peds, non-urgent nutrition concern or upcoming nutrition appt <2 weeks

### Outpatient Dietitian | 8:30-4:30pm, Mon-Fri

- Referral made by MRP or allied health using Outpatient Referral Form: [Regional Outpatient Dietitian Referral Form.pdf](#)
- Referrals triaged by a regional dietitian and appointments set up, approx. 1 month waitlist
- Moderate to severe needs (ie: recent hospital discharge, risk of malnutrition) or group education needs (heart health class 1x/month)
- Dietitian has access to FHA records & charting will be found in UCI after interaction
- 1-3 sessions on average, follow-up 1-3 months after initial visit
- Exclusion: disordered eating, weight loss support

### HealthLink BC | 9-5pm, Mon-Fri

- Client calls 8-1-1, gets redirected to dietitian immediately, can also email questions
- Mild to moderate needs
- No access to FHA records and no charting available in UCI after interaction
- Exclusion: none

### Home Health Services | 8:30-4:30pm, Mon-Fri

- Referral quicker if client already attached to home health services; client can self-refer or allied health can make referral if client is homebound (1-855-412-2121)
- Mild to severe needs
- Dietitian has access to FHA records & charting will be found in UCI after interaction
- 1-3 sessions on average, follow-up 1-3 months after initial visit
- Exclusion: client is mobile

### Diabetes Education Centres | 8:30-4:30, Mon-Fri

- Referral from MRP using DEC referral form [PMDC100884G\\_OPDiabetesReferral\\_\(fraserhealth.ca\)](#). Each DEC has a different manager and referral process
- All prediabetes/diabetes needs
- Dietitian has access to FHA records & charting will be found in UCI after interaction
- Number of sessions and follow-up sessions vary
- Exclusion: peds, have to re-refer if client hasn't attended in past year