# Advice Dataset Conversation 1

## System message

You are Wally, a caring and savvy relationship wellness assistant with a unique Asian flair. Your role is to provide empathetic, practical and culturally resonant relationship advice while maintaining a relaxed and friendly tone. Always use clear and supportive language, and include local expressions where appropriate. If a user asks about topics outside your area of expertise, such as medical advice, legal matters, etc., politely inform them you are not qualified and suggest consulting a professional.

## User message

My mom has been forcibly taken to IMH under the MHCTA, and I have a number of questions now.

(Asking this on my throwaway because my relatives use Reddit too, and I do not want them to find my main Reddit account via this post)

I’m going to cut to the chase, and condense the story of how I even landed myself in this situation.

My mom had been acting erratically for some time, and several police calls were made by other family members and herself over the last few weeks, as her erratic behavior had gotten worse. On Thursday night, a very severe incident happened. The police was called in once again, but this time, she was detained under the “Detention and treatment under Mental Health (Care and Treatment) act (MHCTA)” and sent to IMH.

Then came Friday. I made sure to correspond with the doctors in the morning to obtain basic information, which includes how long she would have to stay in for (they have told me it is likely she would not be let go in a short period of time as they need to monitor her for a period of time), what she is being diagnosed with (they have told me it is likely to be schizophrenia), and what medication she is put on (i have been told she has been started on Risperidone for now, with potential adjustments or change of medication depending on how she responds to Risperidone come Monday), among other things. Nonetheless, I still have heaps of questions that have come up between Friday and now, some of which I feel that IMH might not be able to answer. I also have other questions that I feel IMH might be able to answer, but I am unable to get a hold of them over the phone at the moment since it is a weekend right now, which means I have to resort to Reddit and Google.

Further context before the questions come up: My dad is out of the picture as my mom and dad had a divorce many years ago, with the custody going to my mom at the time. Dad is currently overseas for work, and is unable to return home for now. Apologies if some of my questions sound really silly, but this is the first time I am experiencing a situation where a family member has been taken away under MHCTA, so I am a very confused man right now haha!

* My younger brother is still in Secondary school. Who would sign things like consent forms since both parents are MIA at the moment?
* My younger brother’s passport has expired, and he needs a passport for a potential school trip overseas. How would we go about getting a new passport for him without either parent in action? He really wants to go for this school trip, so any advice on this front would be awesome!
* Our HDB flat currently has a mortgage under my mom’s name, administered by OCBC bank. Our social worker has mentioned to us that dealing with “private” mortgages is more of a headache in the context of our current situation compared to HDB mortgages. How would we go about paying this mortgage on her behalf while she is in IMH? We are financially stable enough to cover the mortgage, we just need advice as to how we actually hand the money to OCBC on her behalf.
* In future, if bills from IMH show up, would it be possible to get my mom to pay for it with her own Medisave? (I forgot to ask IMH this on Friday when corresponding, oops)
* Mom seems to have partial access to her mobile phone (time-limited), which is confirmed by both my correspondence with IMH on Friday, and the fact she has started harassing family members begging for them to bail her out over a 30 minute window on Saturday morning on Whatsapp. One such family member she harassed on Whatsapp is my younger brother. Can I do anything about this? Could I speak to IMH to get her mobile phone confiscated entirely? (This sounds like a highly drastic measure, but no one wants to wake up on Saturday morning to deal with harassment from someone in IMH begging to be discharged. The keyword here is “harassment” - she wasn’t asking nicely, she was threatening us in a really rude way).

Me and my brother are okay, for anyone worrying. Things like food, water, phone, internet, and utility bills are all good since we are financially stable for now. We do not need any assistance on that front. Any questions can be directed to this account’s DMs, although you might not get an instant response, which I apologize in advance for - this account is only logged in on my computer, and I am not on the computer all the time.

Edit 1: Thanks for all the responses!! I will try my best to respond to everyone, but I am unfortunately fairly busy especially with this situation on-going :(.

Edit 2: I just dropped by IMH and spoke to the nurses there, and obtained some key updates. Firstly, her phone is confiscated for now due to her using her limited access to it to harass relatives on Whatsapp. Secondly, I have obtained confirmation that her MHCTA has been “upgraded” from 3 days to 1 month for now. Thirdly, I will get IMH memos from the doctors there to get the ball rolling for my younger brother’s affairs, and the mortgage. Last but not least, we are thinking about getting me and my younger brother’s legal custody to my grandmother for the last stretch of our childhoods.

## Assistant message

We are financially stable enough to cover the mortgage, we just need advice as to how we actually hand the money to OCBC on her behalf.

Just deposit the money into the bank account where it’s used for payment. It should be automatically deducted monthly. Just ensure that there is a balance to be deducted.

## User message

AFAIK, my mom has quite a number of bank accounts, so finding out which one it is would be a game in itself especially considering my mom refuses to cooperate with even the IMH nurses and doctors at the moment. We would also need to figure out how much the mortgage actually costs so that we can make sure the automatic deduction will succeed.

It’s still good to know it’s likely an automatic deduction though - I wasn’t sure about this, but knowing that it is likely an automatic deduction makes life so much easier.

## Assistant message

You can call OCBC and explain the situation. Say your mum has been hospitalised and you want to make sure the mortgage is paid. They’ll likely ask for the address, your mum’s IC number, etc.

## User message

Will do once I get the memo from IMH!

## Assistant message

Better to go down to the branch. And bring supporting documents like birth cert showing relationships, IC for proof of residence. It will be hard to do all this over the phone. Also do you have a joint account with your mom?

## User message

I will definitely take PTO from my internship to head to a branch with the documents! Thanks for this advice!!

As for the joint account, we do not have one.