

First Nations Health Centers in the Northwest of British Columbia

A Discharge Planning Tool



August 2016

Table of Contents

Introduction	3
Aboriginal Patient Liaisons in the Northwest	4
Map of Northwest British Columbia	5
Wet'suwet'en Communities:	6
Moricetown Health Center	6
Hagwilget Health Center (New Hazelton)	7
Gitxsan Communities:	8
Gitanmaax Health Center (Old Hazelton)	8
Gitanyow Health Center (Kitwancool)	9
Gitsegukla Health Center	10
Gitwangak Health Center (Kitwanga)	11
Kispiox Health Center	12
Sik-e-dakh Health Center (Glen Vowell)	13
Nisga'a Communities:	14
Gingolx Health Center (Kincolith)	14
Gitlaxt'aamiks Health Center (New Aiyansh)	15
Gitwinksihlkw Health Center (Canyon City)	16
Laxgalts'ap Health Center (Greenville)	17
Coastal Tsimshian Communities:	18
Hartley Bay Health Center	18
Kitkatla Health Center	19
Lax Kw'alaams Health Center (Port Simpson)	20
Metlakatla Health Center	21
Central Tsimshian Communities:	22
Kitselas Health Center	22
Kitsumkalum Health Center	23
Haida Communities:	24
Haida Health Center (Old Masset)	24
Skidegate Health Center	25
Haisla Community:	26
Haisla Health Center (Kitimaat)	26
Tahltan Communities:	27
Iskut Health Center	27
Telegraph Creek Health Center	28
Stikine Health Center (Dease Lake)	29
Aboriginal Patient Liaisons/Navigators in British Columbia	30
Northern Health	30
Island Health	31
Vancouver Coastal Health	33
Fraser Health	34
Interior Health	35
Provincial Health Services Authority	36
Friendship Centres in Northwest BC	37
Sharing patient information with health care staff in First Nations communities	38

Introduction

This document is for health care providers in Northern Health and was developed to assist in the seamless discharge from hospital to patient's home community. Communicating relevant patient information to health care staff in First Nations communities is very important for the continuity of services and to avoid risks to the health and safety of the people to be served.

First Nations people who live in First Nations communities in the north receive many of their acute care services within Northern Health (NH) hospitals and facilities. After being discharged from a NH Facility, people return to their home community where follow-up services are provided by the health care staff in the First Nations community.

Informing health care staff in First Nations communities that a person has been discharged and is returning home allows for timely follow-up. Providing specific information about the person's follow up needs ensures safe and continuous care for that person and their family.

You can and should share information with the health care providers in First Nations communities, once the patient has given consent for you to do so (see *Sharing of patient information* at the end of this document for more information).

You will notice that each community does not have the same services available or hours of operation and this is important to know in arranging transportation prior to discharge to ensure the patient's safe return home, which may be to a remote community with no access to public transportation.

It is intended that this document will be updated periodically and that each facility will add additional community services and other information to this resource as appropriate.

Aboriginal Patient Liaisons in the Northwest

Mary Wesley

Aboriginal Patient Liaison

Prince Rupert Regional Hospital

1305 Summit Avenue

Prince Rupert BC V8J2A6

Office: 250-622-6520

Cell: 778-884-4815

Fax: 250-622-6521

Mary.Wesley@northernhealth.ca

Relief coverage: Matina Sampare APL

Matina.Sampare@northernhealth.ca

Lloyd McDames

Aboriginal Patient Liaison

Mills Memorial Hospital

4720 Haugland Avenue

Terrace BC V8G2W7

Office: 250-638-4085

Lloyd.mcdames@northernhealth.ca

Angie Combs

Aboriginal Patient Liaison

Wrinch Memorial Hospital

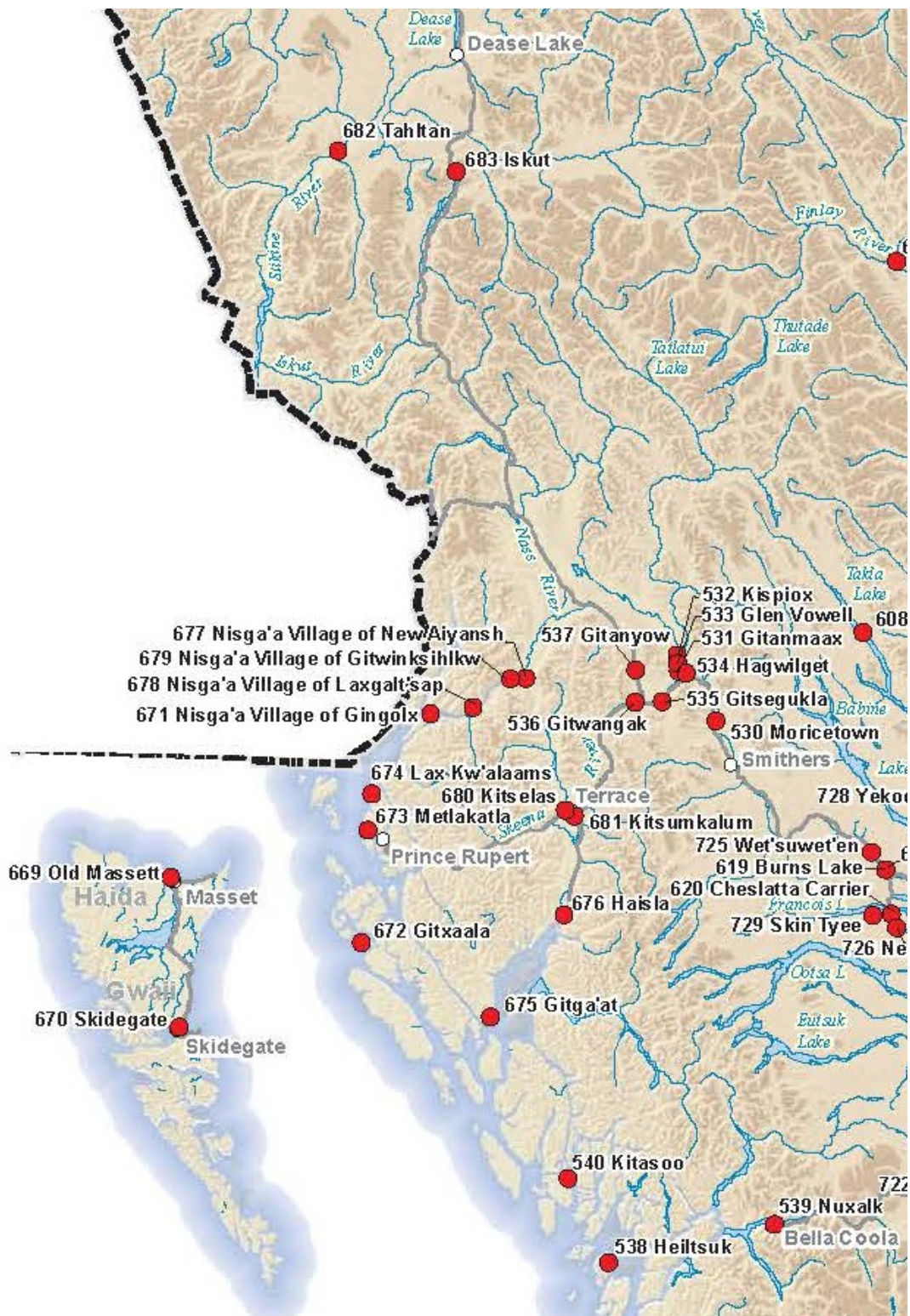
2510 Highway 62, Hazelton, BC V0J 1Y0

Office: 250-842-4666

Fax: 250-842-5865

Angie.Combs@northernhealth.ca

Map of Northwest British Columbia



Wet'suwet'en Communities:

Moricietown Health Center

Health Director: Ron Mitchell
Hours of Service: m-f: 08:30 – 4:30
After hours: x
Weekends: x
Phone: 250-847-9328
Fax: 250-847-4928

Address: 201 Beaver Road V0J 2N1
Band Designation #: 530

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 08:30 – 4:30
LPN-Community Care	Monday to Friday 08:30 – 4:30
RN	Monday to Friday 08:30 – 4:30
Home care nurse (June Michell)	Monday to Friday 08:30 – 4:30
Physician Services	x
Mental health Clinician (Louie Moolman)	Monday to Friday 08:30 – 4:30
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday 08:30 – 4:30 (June Michell)
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	x
Pre-post natal support worker (Elaine Stevens)	Monday to Friday 08:30 – 4:30
Patient Travel (Paula Morris)	Monday to Friday 08:30 – 4:30
Dental Hygienist (Jackie Cosman)	x
Dietitian	x
Nurse Practitioner (Shelly Irvin & Wendi Orienti)	Monday to Friday 08:30 – 4:30
Addictions counsellor (June Wickham)	Monday to Friday 08:30 – 4:30
Diabetes support/monitoring (June Michell)	Monday to Friday 08:30 – 4:30
Pamphlet of available services	Yes: No: x
Other Services: A&D counsellor (June Wickham)	Monday, Tuesday & Wednesday 08:30 – 4:30

Hagwilget Health Center (New Hazelton)

Health Director: Shirley Michell
 Hours of Service: m-f: 09:00 – 5:00
 After hours: x
 Weekends: x
 Phone: 250-842-5272
 Fax: 250-842-6792

Address: Lot 6, Highway 62 V0V 2J0
 Band Designation #: 534

Services	Availability (days and hours)
Community Health Nurse	Monday 09:00 – 4:00
LPN-Community Care	Thursday & Friday 09:00 – 4:30
RN	Thursday & Friday 09:00 – 4:30
Homemaking services	x
Physician Services	Wrinch Memorial 10:00 – 5:00
Mental health Clinicians	Thursday 09:00 – 4:00
Psychologist	x
Personal Care Aide-Home Support Services	x
Cancer Care Nurse	Thursday & Friday 09:00 – 4:30
Occupational therapist/Physio Therapist	Wrinch Memorial Hospital
Lab Services	Wrinch Memorial Hospital
Pre-post natal support worker	Monday – Friday 09:00 – 5:00
Patient Travel	Monday – Friday 09:00 – 5:00
Dental Hygienist	Wrinch Memorial Hospital
Dietitian	Wednesday 09:00 - ?
Nurse Practitioner	x
Addictions counsellor	x
Diabetes support/monitoring	Wrinch Memorial Hospital
Pamphlet of available services	Yes: No: x
Other services	x

Gitxsan Communities:

Gitanmaax Health Center (Old Hazelton)

Health Director: Julie Morrison

Hours of Service: m-f: 08:30 – 4:30

After hours: X

Weekends: on-call patient travel -8:00am -8:00pm

Phone: 250-842-6236

Fax: 250-842-5587

Address: 21 Kispiox Valley Rd V0V 1Y0

Band Designation #: 531

Services	Availability (days and hours)
Community Health Nurse	x
LPN-Community Care	Monday to Friday
RN	Monday to Friday
Homemaking services	x
Physician Services	x
Mental health Clinicians	Alf Brady, David Hockin, Tamara McLeod
Psychologist	x
Personal Care Aide-Home Support Services	7 days a week
Cancer Care Nurse	yes
Occupational therapist/Physio Therapist	08 days per month
Lab Services	x
Pre-post natal support worker	x
Patient Travel	Monday to Friday 08:30 – 4:30
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Monday to Friday
Diabetes support/monitoring	03 days per week
Pamphlet of available services	Yes: x No:
Other services	x

Gitanyow Health Center (Kitwancool)

Health Director: (Interim to April 2016) Wanda Good

Address: 1st Ave V0J 2A0

Hours of Service: m-t: 08:30-4:30

Band Designation #: 537

After hours: x

Weekends: x

Phone: 250-849-5572

Fax: 250-849-5267

Services	Availability (days and hours)
Community Health Nurse	Dorinda Shirey
LPN-Community Care	Tova Edwards
RN	Lynlee Burleigh (1/2 time)
Homemaking services	Jackie Morgan
Physician Services	Dr. Eckfeld (Wrinch Hospital)
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	Selma McLean
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Wrinch Hospital
Pre-post natal support worker	Trista Douse
Patient Travel	Yvonne Starlund
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	Deb Lowe (Wrinch Hospital)
Addictions counsellor	Loretta Morgan
Diabetes support/monitoring	x
Pamphlet of available services	Yes: x No:
Other services	

Gitsegukla Health Center

Health Director: Annie Howard
 Hours of Service: m-f: 09:00 – 5:00
 After hours: x
 Weekends: x
 Phone: 250-849-5231
 Fax: 250-849-5235

Address: 165 Howe St V0J 2J3
 Band Designation #: 535

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 0900 – 5:00
LPN-Community Care	x
RN	Monday to Friday 0900 – 5:00
Homemaking services	Daily Monday to Friday (No weekends)
Physician Services	Thursday Clinic
Mental health Clinicians	Counsellor each Tuesday
Psychologist	1x per month (evening as well)
Personal Care Aide-Home Support Services	Daily (No weekends)
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	OT 1 day/mos. PT 2 days/month
Lab Services	Wednesday mornings 10:00 – 11:30
Pre-post natal support worker	RN – 09:00 – 5:00
Patient Travel	Daily and On-Call
Dental Hygienist	Weekly - Thursdays
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Daily 09:00 – 5:00
Diabetes support/monitoring	1x/month
Pamphlet of available services	Yes: No: x
Other services	x

Gitwangak Health Center (Kitwanga)

Health Director: Victoria Russell
 Hours of Service: m-f:08:30-4:30
 After hours: x

Address: 149 Bridge St V0V 2A0
 Band Designation#: 536
 Mailing address: P.O. Box 550
 Kitwanga, BC V0J 2A0

Weekends: x
 Phone: 250-849-5555
 Fax: 250-849-5531

Services	Availability (days and hours)
Community Health Nurse	Mon-Thurs-Fri- 08:30-4:30
LPN-Community Care	Monday to Friday
RN	x
Homemaking services	Monday to Friday
Physician Services	Tuesday as available from Wrinch Hospital
Mental health Clinicians	Monday & Thursday-08:30-4:30
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Wednesday 1-2pm from Wrinch Hospital
Pre-post natal support worker	Mon-Thurs-Fri
Patient Travel	Monday to Friday & emergency on call
Dental Therapist	Month to month schedule-varies
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Utilize mental health counsellor
Diabetes support/monitoring	monthly
Pamphlet of available services	Yes: monthly community newsletter
Other services	x

Kispiox Health Center

Health Director: Julie Morrison

Hours of Service: m-f: 08:30-4:30

After hours: x

Weekends: Patient travel -08:00am – 8:00pm

Phone: 250-842-6236

Fax: 250-842-5587

Address: 2515 Blackwater Rd V0V 1Y4

Band Designation #: 532

Services	Availability (days and hours)
Community Health Nurse	
LPN-Community Care	Monday to Friday
RN	Monday to Friday
Homemaking services	x
Physician Services	x
Mental health Clinicians	Monday to Friday
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday & Saturday/Sunday
Cancer Care Nurse	03 days per week
Occupational therapist/Physio Therapist	08 days per month
Lab Services	x
Pre-post natal support worker	x
Patient Travel	Monday to Friday (on call Saturday & Sunday)
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Monday to Friday
Diabetes support/monitoring	03 days/week
Pamphlet of available services	Yes: x No:
Other services	x

Sik-e-dakh Health Center (Glen Vowell)

Health Director: Julie Morrison

Hours of Service: m-f: 08:30 – 4:30

After hours:

Weekends: Patient travel -08:00am – 8:00pm

Phone: 250-842-6876

Fax: 250-842-5925

Address: 8600 Sik-e-dakh Rd V0V 1Y3

Band Designation #: 533

Services	Availability (days and hours)
Community Health Nurse	x
LPN-Community Care	Jessie Marshall
RN	Kayte Bachmann
Homemaking services	x
Physician Services	Wrinch Hospital
Mental health Clinicians	Alf Brady, David Hockin, Tamara McLeod
Psychologist	x
Personal Care Aide-Home Support Services	07 days a week
Cancer Care Nurse	Rose Austin
Occupational therapist/Physio Therapist	Caitlyn DeBruyne – 08 days per month
Lab Services	Wrinch Hospital
Pre-post natal support worker	x
Patient Travel	Yolanda Stevens
Dental Hygienist	Jackie Cosman
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	A. Jackson-Healthy Community Worker
Diabetes support/monitoring	Deanna Whieldman
Pamphlet of available services	Yes: x No:
Other services	x

Nisga'a Communities:

Gingolx Health Center (Kincolith)

Health Services Director: Linda Morven, BA

Address: 1201 Fireman Rod

Hours of Service: m-f: 08:30 – 17:00

After hours: medical emergencies only

Weekends: medical emergencies only

Phone: 250-326-4258

1-800-991-5671

Fax: 250-326-4276

Services	Availability (days and hours)
Public Health Nurse	Tuesday 10:00 – 15:30
LPN-Community Care	x
RN x2	Monday – Friday 08:30 – 17:00 Medical Emergencies – 17:00 – 08:30 & weekends
Homemaking services	x
Physician Services – tele health daily	Monday – Friday 10:00 – 16:00 (on site physician)
Mental health Clinicians Dr. Stein	Book through MOA
Psychologist	x
Personal Care Aide-Home Support Services	Monday – Friday 08:30 – 17:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Tuesday & Thursday 08:30 – 09:30
Pre-post natal support worker	Via Public Health Nurse
Patient Travel 1-800-993-3513	Monday – Friday 08:30 – 17:00 (no after hours)
Dental Hygienist	x
Dietitian Emilia Moulechkova	Once per month – 250-631-4172
Nurse Practitioner	x
Community Wellness Counsellor	Monday – Friday 08:30 – 17:00
Diabetes support/monitoring	RN, PHN or HCN
Website of available services	www.nisgahealth.bc.ca
Home Care Nurse	Wednesdays 10:00 – 17:00
X-ray, Ultrasound, pharma save	In Gitlaxt'aamiks
Nisga'a Crisis Response Team (NCRT)	Monday – Friday 08:30 – 17:00 & after hours as needed

Gitlaxt'aamiks Health Center (New Aiyansh)

Health Services Director: Linda Morven, A

Address: 4920 Tait Ave

Hours of Service: m-f: 08:30 – 17:00

After hours: 17:00 – 08:30

Weekends: yes

Phone: 250-633-5000 1-888-233-2212

Fax: 250-633-2887 physician fax: 250-633-2457

Services	Availability (days and hours)
Public Health Nurse	Wednesday, Thursday Friday 08:30 – 17:00
LPN-Community Care	x
RN	Monday – Friday 08:30 – 17:00 Emergency After hours – 17:00 – 08:30
Homemaking services	Via Gitlaxt'aamiks Government – 250-633-3100
Physician Services	Monday – Friday 09:00 – 16:00 After hrs via on-call nurse Some weekend clinics
Mental health Clinicians (Dr. Stein)	250-633-5000. Scheduled weekly visits
Psychologist	x
Personal Care Aide-Home Support Services	Monday – Friday 07:30 – 17:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Tuesdays 7 Thursdays 08:30 – 10:30
Pre-post natal support worker	Public Health Nurse (as above)
Patient Travel 1-800-993-3513	Monday – Friday 08:30 – 17:00 (no after hours)
Dental Hygienist	x
Dietitian once per month Emilia Moulechkova	250-631-4172 emilia.moulechkova@northernhealth.ca
Nurse Practitioner	x
Community Wellness counsellor Jacquie Adams	Monday – Friday 08:30 – 17:00 250-633-5054 jsadams@nisgaahealth.bc.ca
Diabetes support/monitoring	Home care Nurse or Public Health Nurse
website of available services	www.nisgaahealth.bc.ca
Home care Nurse 250-633-5083 hcn@nisgaahealth.bc.ca	Tuesday & Thursday -8:30 – 17:00
Culture & Community Health Representatives	(CHR) Monday – Friday 08:30 – 17:00
X-ray	Mondays (every two weeks)
Ultrasound	Monday and/or Friday (every 2-4 weeks)
Tele health G.P.	As needed (varies)
Specialist – scheduled through MOA	Podiatrist, Rheumatology, Psychiatry
Pharmacare with tele pharmacist 250-633-2757	Monday – Saturday 08:30 – 17:00 Sunday 10:00 – 12:00
Nisga'a Crisis Response Team (NCRT)	Monday – Friday 08:30 – 17:00 & after hours as needed

Gitwinksihlkw Health Center (Canyon City)

Health Services Director: Linda Morven, BA

Hours of Service: m-f: 08:30 – 17:00

After hours: x

Weekends: x

Phone: 250-633-2611 1-800-993-3513

Fax: 250-633-2641

Services	Availability (days and hours)
Public Health Nurse	Thursday 13:00 – 16:00
LPN-Community Care	x
RN	Utilize from Gitlaxt'aamiks
Homemaking services	x
Physician Services	Thursday 13:00 – 16:00 & utilize Gitlaxt'aamiks clinic
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	Monday – Friday 08:30 – 17:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Tuesday & Thursday 08:30 – 10:30 Gitlaxt'aamiks
Pre-post natal support worker	Public Health Nurse
Patient Travel	Monday to Friday 08:30 – 17:00 (no after hours)
Dental Hygienist	x
Dietitian Emilia Moulechkova	Once per month 250-631-4172
Nurse Practitioner	x
Community Wellness Counsellor Lorna Azak	Monday – Friday 08:30 – 17:00
Diabetes support/monitoring	Home Carer Nurse or Public Health Nurse
Website of available services	www.nisgaahealth.bc.ca
Home Care Nurse	Monday – Friday 13:00 – 16:00
X-ray, ultrasound, tele health, pharma save	In Gitlaxt'aamiks
Nisga'a Crisis Response Team (NCRT)	Monday – Friday 08:30 – 17:00 & after hours as needed

Laxgalts'ap Health Center (Greenville)

Health Services Director: Linda Morven, BA

Address: 416 North Road

Hours of Service: m-f: 08:30 – 17:00

After hours: medical emergencies only

Weekends: medical emergencies only

Phone: 250-621-3274 1-800-991-5667

Fax: 250-621-3263

Services	Availability (days and hours)
Public Health Nurse	Mondays 10:00 – 15:30
LPN-Community Care	x
RN	Monday – Friday 08:30 – 17:00 & medical emergencies after hours
Homemaking services	x
Physician Services	Monday – Friday 09:00 – 16:00 Tele health or onsite physician
Mental health Clinicians Dr. Stein	Book via MOA
Psychologist	x
Personal Care Aide-Home Support Services	Monday – Friday 08:30 – 17:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Tuesdays & Thursdays 08:30 – 10:00
Pre-post natal support worker	Public Health Nurse
Patient Travel 1-800-993-3513	Monday – Friday 08:30 – 17:00 (no after hours)
Dental Hygienist	x
Dietitian Emilia Moulechkova	Once per Month 250-631-4172
Nurse Practitioner	Monday – Friday (4 weeks on and 3 weeks off)
Community Wellness Counsellor Lydia Stephens	Monday – Friday 08:30 – 17:00
Diabetes support/monitoring	NP, RN, Public Health Nurse or Home Care Nurse
website of available services	www.nisgaahhealth.bc.ca
Home Care Nurse	Monday – Friday 10:00 – 16:00
X-ray, ultrasound, tele health, pharma save	In Gitlaxt'aamiks
Nisga'a Crisis Response Team (NCRT)	Monday – Friday 08:30 – 17:00 & after hours as needed

Coastal Tsimshian Communities:

Hartley Bay Health Center

Health Director: David Benton
Hours of Service: m-f: 08:30 – 5:00
After hours: Nurse on-call
Weekends: Nurse on-call
Phone: 250-841-2556
Fax: 250-841-2554

Address: 445 Hayimiisaxaa Way

Services	Availability (days and hours)
Community Health Nurse	08:30 – 12:00 & 1:00 – 5:00
LPN-Community Care	x
RN	0830 – 12:00 & 1:00 – 5:00
Homemaking services	x
Physician Services	x
Mental health Clinicians	In community 1 week/month. Available by phone as required
Psychologist	x
Personal Care Aide-Home Support Services	08:30 – 12:00 & 1:00 – 4:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Blood drawn and sent to Prince Rupert Hospital
Pre-post natal support worker	x
Patient Travel	08:30 – 12:00 & 1:00 – 4:30
Dental therapist	1 week in community each 6 weeks
Dietitian	Access via Prince Rupert Hospital Northern health
Nurse Practitioner	1 week/month
Addictions counsellor	Covered by mental health clinician (as above)
Diabetes support/monitoring	08:30 – 12:00 & 1:00 – 5:00
Pamphlet of available services	Yes: No: x
Other services	

Kitkatla Health Center

Health Director: Cindy Ignas
 Hours of Service: m-f: 08:30 – 5:00
 After hours: X
 Weekends: X
 Phone: 250-848-2254
 Fax: 250-848-2263

Address: 11 Ocean Drive

Services	Availability (days and hours)
Community Health Nurse	Mon – Fri 08:30 – 5:00
LPN-Community Care	x
RN	x
Homemaking services	Mon – Fri 08:30 – 4:00
Physician Services	Dr. Watson monthly visits
Mental health Clinicians	Mon – Fri 08:30 – 5:00
Psychologist	x
Personal Care Aide-Home Support Services	Mon – Fri 08:30 – 5:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Wed 08:30 – 5:00
Pre-post natal support worker	Mon – Fri 08:30 – 5:00
Patient Travel	Mon – Fri 08:30 – 5:00
Dental Hygienist	Every three (03) months
Dietitian	As per requested
Nurse Practitioner	Monthly visit
Addictions counsellor	Mon – Fri 08:30 – 5:00
Diabetes support/monitoring	x
Pamphlet of available services	Yes: some No:
Other services	x

Lax Kw'alaams Health Center (Port Simpson)

Health Director: Betty Reece
 Hours of Service: m-f: 08:30 – 4:30
 After hours: x
 Weekends: x
 Phone: 250-625-3397
 Fax: 250-625-3264

Address: 206 Shashaak St

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 08:30 – 4:30
LPN-Community Care	x
RN	Monday to Friday 08:30 – 4:30
Homemaking services	Monday to Friday 08:30 – 4:30
Physician Services	1 to 2 times per month
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday 08:30 – 4:30
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	2x per month
Lab Services	Monday & Wednesday
Pre-post natal support worker	Monday to Friday 08:30 – 4:30
Patient Travel	Monday to Friday 08:30 – 4:30
Dentist	5x a year for 1 week each visit
Dietitian	1x per month
Nurse Practitioner	1 week per month
Addictions counsellor	x
Diabetes support/monitoring	Monday to Friday 08:30 – 4:30
Pamphlet of available services	Yes: No: x
Other services	x

Metlakatla Health Center

Health Director: Tara Leighton
 Hours of Service: m-f: 08:30 – 4:30
 After hours: x
 Weekends: x
 Phone: 250-628-3234
 Fax: 250-628-9205

Address: 3L Duncan

Services	Availability (days and hours)
Community Health Nurse (Amy Nyce)	Tuesday: 08:30 – 4:30; Wednesday 08:30 – 12:00; Thursday 08:30 – 4:30
LPN-Community Care	x
RN	As above (Amy Nyce)
Homemaking services (Molly Ryan)	Monday to Thursday- 08:30 – 4:30; Friday -8:30 – 12:00
Physician Services	x
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	x
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	x
Pre-post natal support worker	x
Patient Travel	x
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Thursday 08:30 – 4:30 (Shelly Huson)
Diabetes support/monitoring	x
Pamphlet of available services	Yes: No: x
Other services: CHR	Monday – Thursday: 08:30 – 4:30; Friday 08:30 -12:30

Central Tsimshian Communities:

Kitselas Health Center

Health Director: Jennifer Grant
Hours of Service: m-f: 08:30 – 4:00
After hours: x
Weekends: x
Phone: 250-635-5084
Fax: 250-635-5335

Address: 225 Gitaus Road

Services	Availability (days and hours)
Community Health Nurse	Rebekah Dediluke
LPN-Community Care	x
RN	Rebekah Dediluke
Homemaking services	Via social development
Physician Services	Terrace clinic & MMH
Mental health Clinicians	Northern health –mon-fri-08:30-4:00
Psychologist	terrace
Personal Care Aide-Home Support Services	Angela
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	terrace
Lab Services	terrace
Pre-post natal support worker	Rebekah Dediluke
Patient Travel	Prince Rupert 08:30-4:00
Dental Hygienist	terrace
Dietitian	terrace
Nurse Practitioner	x
Addictions counsellor	Kathy Wesley – wed-1:00-4:00
Diabetes support/monitoring	terrace
Pamphlet of available services	Yes: x No:
Other services	

Kitsumkalum Health Center

Health Director: Mrs. Charlene Webb

Address: 3514 West Kalum Rd

Hours of Service: m-f: 08:00-12:00; 1:00-4:00

After hours: X

Weekends: X

Phone: 250-635-6172

Fax: 250-635-6182

Services	Availability (days and hours)
Community Health Nurse	Mon-Fri-08:30-4:30
LPN-Community Care	x
RN	Mon-Fri-08:30-4:30
Homemaking services	x
Physician Services	x
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	Mon-Fri-11:00-3:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	x
Pre-post natal support worker	x
Patient Travel	x
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Mon-wed-fri- 08:00-4:00 Tues-08:00-12:00
Diabetes support/monitoring	Mon-Fri-08:00-4:00
Pamphlet of available services	Yes: No: x
Other services	Brighter Futures-08:00-4:00 mon-fri.

Haida Communities:

Haida Health Center (Old Masset)

Health Director: TBD

Hours of Service: m-f: 08:00 -4:00

After hours: X

Weekends: X

Phone: 250-626-3911

Fax: 250-626-3357

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 09:00 – 4:00
LPN-Community Care	x
RN	Monday to Friday 09:00 – 4:00
Homemaking services	x
Physician Services	NH Hospital
Mental health Clinicians	NH Hospital
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday 09:00 – 4:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	NH Hospital
Pre-post natal support worker	x
Patient Travel	Monday to Friday 09:00 – 4:00
Dental Hygienist	x
Dietitian	NH Hospital
Nurse Practitioner	NH Hospital
Addictions counsellor	NH Hospital
Diabetes support/monitoring	x
Pamphlet of available services	Yes: No: x
Other services	x

Skidegate Health Center

Health Director: Lauren Brown
 Hours of Service: m-f: 08:30 – 4:30
 After hours: x
 Weekends: x
 Phone: 250-559-4610
 Fax: 250-559-4619

Address: Commercial Centre

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 08:30 – 4:30
LPN-Community Care	x
RN	Monday to Friday 08:30 – 4:30
Homemaking services	Monday to Friday 08:30 – 4:30
Physician Services	Each 2 weeks in the afternoons
Mental health Clinicians	Monday to Friday 08:30 – 4:30
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday 08:30 – 4:30
Cancer Care Nurse	Home Care Nurse
Occupational therapist/Physio Therapist	x
Lab Services	x
Pre-post natal support worker	Monday to Friday 08:30 – 4:30
Patient Travel	Monday to Friday 08:30 – 4:30
Dental Hygienist	Monday to Friday 08:30 – 4:30
Dietitian	x
Nurse Practitioner	Monday-Wednesday-Thursday: 08:30 – 4:30
Addictions counsellor	Monday to Friday 08:30 – 4:30
Diabetes support/monitoring	Monday to Friday 08:30 – 4:30
Pamphlet of available services	Yes: No: x
Other services: Maternal/child Health	Monday to Friday 08:30 – 4:30

Haisla Community:

Haisla Health Center (Kitimaat)

Health Director: Eric Bottah

Address: 337 Haisla Boulevard

Hours of Service: m-f: 08:00 – 4:00

After hours: x

Weekends: x

Phone: 250-632-3600

Fax: 250-632-3686

Services	Availability (days and hours)
Community Health Nurse	TBA
LPN-Community Care	Monday to Friday 08:00 – 4:00
RN	Monday to Friday 08:00-4:00
Homemaking services	Monday to Friday 08:00 – 4:00
Physician Services	x
Mental health Clinicians	Northwest Counselling Monday, Tuesday, Wednesday
Psychologist	x
Personal Care Aide-Home Support Services	Monday to Friday 08:00 – 4:00
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	x
Pre-post natal support worker	Monday to Friday 08:00-4:00
Patient Travel	Monday to Friday 08:00 – 4:00
Dental Hygienist	x
Dietitian	Tuesdays (time varies)
Nurse Practitioner	x
Addictions counsellor	Monday to Friday 08:00-4:00
Diabetes support/monitoring	Tuesdays and Fridays
Pamphlet of available services	Yes: No: x
Other services	x

Tahltan Communities:

Iskut Health Center

Health Director: Peggy Abou
Hours of Service: m-f: 09:00 – 5:00
After hours: as needed (emergency)
Weekends: as needed (emergency)
Phone: 250-234-3511
Fax: 250-234-3516

Services	Availability (days and hours)
Community Health Nurse	Monday to Friday 09:00 – 5:00
LPN-Community Care	x
RN	Patti Devon N.I.C. 24/7 remote certification
Homemaking services	Monday to Friday 09:00 – 5:00
Physician Services	Wednesday 09:00 – 5:00
Mental health Clinicians	Once per month for 2 days: 09:00 – 5:00
Psychologist	2x/year in Dease lake
Personal Care Aide-Home Support Services	x
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Each Wednesday 10:00 – 3:00/limited
Pre-post natal support worker	RN Patti Devon / Tuesday
Patient Travel	Monday to Friday 09:00 – 5:00; on call after hours
Dental Therapist	Every 6 weeks: 09:00 – 6:00pm. Stays for one week
Dietitian	x
Nurse Practitioner	x
Addictions counsellor (Healthy Living Support counsellor)	Connie Nole
Diabetes support/monitoring	nurse
Pamphlet of available services	Yes: No: x
Other services	Wellness Coordinator: Terri Nole

Telegraph Creek Health Center

Health Director: Christine Ball
 Hours of Service: m-f: 08:30 – 4:30
 After hours: On-Call
 Weekends: On-call
 Phone: 250-235-3211
 Fax: 250-235-3039

Address: 14 Sawtooth Road

Services	Availability (days and hours)
Community Health Nurse	08:30 -4:30 (& on-call 24/7)
LPN-Community Care	x
RN – in home care-	One week in eight
Homemaking services	yes
Physician Services	Thursday by appointment
Mental health Clinicians	CHN & visiting counsellor
Psychologist	x
Personal Care Aide-Home Support Services	yes
Cancer Care Nurse	CHN
Occupational therapist/Physio Therapist	x
Lab Services	Physician days (limited on-site)
Pre-post natal support worker	yes
Patient Travel	Monday – Friday 08:30 – 4:30
Dental Hygienist	Every two months
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	Monday to Friday 08:30 – 4:30
Diabetes support/monitoring	CHN for Homecare
Pamphlet of available services	Yes: No: x
Other Services	

Family Support Services, Safe (transition) House, Meals on Wheels (seasonal), Vegetable garden & greenhouse, Independent Living Elders Home.

Stikine Health Center (Dease Lake)

Health Director: Susan Hotson

Address: 7171 Highway #37, Dease Lake

Hours of Service: m-f: 08:15 – 4:45 (closed 12:00 – 1:00)

After hours: x

Weekends: x

ON CALL- Emergency 24/7: Physician, Nursing, Lab, Xray

Public Health: Monday – Friday 08:15 – 4:45

Phone: 250-771-4444

Fax: 250-771-3911

Services	Availability (days and hours)
Community Health Nurse	As needed
LPN-Community Care	x
RN	Monday – Friday 08:15 – 4:45
Homemaking services	x
Physician Services	Monday to Friday 09:00 – 3:30
Mental health Clinicians	x
Psychologist	x
Personal Care Aide-Home Support Services	x
Cancer Care Nurse	x
Occupational therapist/Physio Therapist	x
Lab Services	Monday to Friday 08:15 – 11:30 & 1:00 – 3:30
Pre-post natal support worker	Monday – Friday 08:15 – 4:45
Patient Travel	Monday – Friday 08:00 – 4:30
Dental Hygienist	x
Dietitian	x
Nurse Practitioner	x
Addictions counsellor	x
Diabetes support/monitoring	Monday – Friday 08:15 – 4:45 (as needed)
Pamphlet of available services	Yes: No: x
Other services X-Ray	Monday to Friday 08:15 – 11:30 & 1:00 – 3:30

Aboriginal Patient Liaisons/Navigators in British Columbia

Aboriginal Patient Liaisons/Navigators are an important part of health care teams. They work to ensure First Nations and Aboriginal people and their families have access to high quality, culturally safe and appropriate care.

Northern Health

Iris Demontigny Aboriginal Patient Liaison (part-time) Chetwynd General Hospital 250-788-7305 Iris.demontigny@northernhealth.ca	Vacant Aboriginal Patient Liaison (part-time) Dawson Creek Health Clinic 250-782-8501
Mary Wesley Aboriginal Patient Liaison Prince Rupert Regional Hospital 1305 Summit Avenue Prince Rupert BC V8J2A6 Office: 250-622-6520 Cell: 778-884-4815 Fax: 250-622-6521 Mary.Wesley@northernhealth.ca Relief coverage: Matina Sampare APL Matina.Sampare@northernhealth.ca	Patricia Prince Aboriginal Patient Liaison University Hospital of Northern BC 1478 Edmonton Street Prince George, BC V2M 1S2 778-349-1348 Patricia.Prince@northernhealth.ca
Vacant Aboriginal Patient Liaison Dze L' Kant Friendship Centre Smithers Office: 250-847-5211 Fax: (250)847-5144	Lyndsey Rhea Aboriginal Patient Liaison GR Baker Memorial Hospital, Quesnel 543 Front Street, Quesnel BC, V2J-2K7 Office: 250-985-5812 Cell: 250-983-8411 Lyndsey.Rhea@northernhealth.ca
Lloyd McDames Aboriginal Patient Liaison Mills Memorial Hospital 4720 Haugland Avenue Terrace BC V8G2W7 Office: 250-638-4085 Lloyd.mcdames@northernhealth.ca	Brittany Brinkworth Aboriginal Patient Liaison Worker Fort St. John Hospital, Peace Villa Care Facility & Community Office: 250-261-7418 Fax 250-261-7636 Brittany.brinkworth@northernhealth.ca

Angie Combs Aboriginal Patient Liaison Wrinch Memorial Hospital 2510 Highway 62, Hazelton, BC V0J 1Y0 Office: 250.842.4666 Fax: 250-842-5865 Angie.Combs@northernhealth.ca	Vacant Aboriginal Patient Liaison Lakes District Hospital and Health Centre Burns Lake, B.C. V0J 1E0 Mon - Fri 08:00 - 16:00
---	--

Island Health

Teliah Vollick, RN BSN Aboriginal Liaison Nurse Alert Bay 'Namgis Health Centre 48 School Road (physical) Box 290, Alert Bay, V0N 1A0 Mon to Fri 930-1030 & 1430-1530 Office: 250.974-5522 ext#2184 Cell 250.974-8314 Fax 250.974-2736 Teliah.vollick@viha.ca	Juliet Bullock, RN, BN Aboriginal Liaison Nurse Campbell River Hospital 375 2nd Avenue - Campbell River, V9W 3V1 Monday-Thursday 0800-3:40 Office: 250-850-2141 Ext#62460 Cell: 250-830-8865 Fax number: 250-850-2618 juliet.bullock@viha.ca
Laurel Anderson Aboriginal Liaison Nurse St. Joseph General Hospital 2137 Comox Avenue Comox, BC V9M 1P2 Office: 250.890-3810 ext# 61044 Cell: 250.650-5714 Fax: 250.339-1432 Laurel.anderson@viha.ca	Helen Dunlop, RN Aboriginal Liaison Nurse Cowichan District Hospital Monday-Thursday 0900-1600 5768 Allenby Road Duncan, V9L 5J1 Office: 250.746-6184 Ext #321 Cell 250.709-8204 helen.dunlop@cowichantribes.com
Carol Nelson, RN BScn Aboriginal Liaison Nurse Nanaimo Regional General Hospital Mon – Thurs 08:30 – 16:30 Room 1007-1200 Dufferin Crescent Nanaimo, V9S 2B7 Office: 250.755-7691 Ex#52095 Cell: 250.741-4234 Tillicum Lelum Health Unit 602 Haliburton Street Office: 250.753-6578 Carol.nelson@viha.ca	Vanessa Gallic First Nation Advocate Nurse Nuu-chah-nulth Tribal Council WCGH Port Alberni, V9Y 4S1 Office: 250.731-1370 ext#48109 Cell 250.735-4319 Vanessa.gallic@nuuchahnulth.org

<p>Rebecca Olesen Aboriginal Liaison Nurse Mount Waddington Port Hardy Hospital 9120 Granville St., Port Hardy Box 790, PH V0N 2P0 Mon – Thurs 08:30 – 16:30 Office: 250.902-6011 ext# 66985 VoIP 66985 Cell: 250.949-0340 Fax: 250.902-6030 Rebecca.Olesen@viha.ca</p>	<p>Jane Fox RN, BScN Aboriginal Liaison Nurse Saanich Peninsula Hospital 2166 Mt. Newton Crossroad, Saanichton, BC V8M 2B2 Office: 250-652-7590 ext# 27590 cell: 778-677-0774 Jane.Fox@viha.ca</p>
<p>April Nelson, ALN Care Transition Liaison Nurse Tofino General Hospital 261 Neill St Tofino, BC V0R 2Z0 Office: 250-725-4010 ext#64143 Cell: (250) 735-1014 Fax: (250) 725-4012 April.nelson@viha.ca</p>	<p>Monique Pat, R.P.N. Aboriginal Liaison Nurse VGH/RJH Royal Jubilee Hospital Memorial Pavilion Rm WW 325 1252 Bay Street, Victoria, B V8R 1J8 Mon - Fri 08:00 - 15:45 Office: 250.519-1905 Cell 250.480-8333 Fax 250.519-1524 Monique.pat@viha.ca</p>
<p>Catherine Condry, RN, BScN Aboriginal Liaison Nurse VGH/RJH Royal Jubilee Hospital Memorial Pavilion Rm WW 320 1252 Bay Street, Victoria, BC V8R 1J8 Mon - Fri 08:00 – 16:00 Office: 250.370-8847 VoIP 18847 Cell: 250.812-1464 Fax 250.519-1524 catherine.condry@viha.ca</p>	

Vancouver Coastal Health

<p>Mr. Dion Thevarge RN, MBA Aboriginal Patient Navigator Lead 288-2750 East Hastings St., Vancouver BC V5K 1Z9 Office: 604.675.2530 ext# 22242 Cell: 778.288.9487 Fax: 604.673.2536 Monday to Friday 9am to 5pm dion.thevarge@vch.ca</p>	<p>Deni Wallace Aboriginal Patient Navigator 2750 East Hastings St., 2nd Floor Vancouver BC V5K 1Z9 Office; 604 675 2530 Ext #22236 Cell: 604 219 1913 Fax: 604.675. Monday to Friday 9am to 5pm Deni.wallace@vch.ca</p>
<p>Anatta Harding Aboriginal Patient Navigator 288-2750 East Hastings St., 2nd Floor Vancouver BC V5K 1Z9 Office: 604-675-2530 ext 22253 Cell: 778-288-5338 Fax: 604-675-2536 Monday to Friday 9am to 5pm Anatta.harding@vch.ca</p>	<p>Rachelle Johnson Aboriginal Patient Navigator 288-2750 East Hastings St., Vancouver BC V5K 1Z9 Office: 604-675-2530 ext 22234 Cell: 604-812-9986 Fax: 604-675-2536 Monday to Friday 9am to 5pm Rachelle.johnson@vch.ca</p>
<p>Jessica Lutwick Aboriginal Patient Navigator 288-2750 East Hastings St., Vancouver BC V5K 1Z9 Office: 604-675-2530 ext 22230 Cell: 778-288-9677 Fax: 604-675-2536 Monday to Friday 9am to 5pm Jessica.lutwick@vch.ca</p>	<p><u>Intake for VCH Aboriginal Patient Navigators</u> Intake Line: 1-877-875-1131 Faxed Referrals: 604-675-2536</p> <p>Confidential referrals may be made through the secure fax or by leaving a message on the intake line which is available 24/7. A Navigator will return your call on Tuesdays and Thursdays between 9-4</p>

Fraser Health

<p>Carol Peters Aboriginal Patient Liaison Abbotsford Hospital, Mission Memorial, Fraser Canyon Hospital & Chilliwack General Hospital Mailing Address: Aboriginal Health, Fraser East Chilliwack General Hospital 45600 Menholm Road Chilliwack B.C. V2P 1P7 Office: 604.795.4141 #614213 Cell 1-778-241-4407 Fax: 604.795.4125 Carol.peters@fraserhealth.ca</p>	<p>Maureen Phillips BSW, RSW Aboriginal Patient Liaison Social Worker Burnaby, Royal Columbian, Eagle Ridge, Ridge Meadows New Westminster, BC V3L 1C2 Hrs: Monday – Friday Office: 604-587-4750 Ext) 766632 Cell: 604-614-7786 Fax: 604-587-4777 Maureen.phillips@fraserhealth.ca</p>
<p>Danielle Milano Aboriginal Health Liaison Nurse Guildford Public Health Unit #100-10233 153rd Street, Surrey, BC, V3R 0Z7 Surrey Memorial, Delta, Peach Arch, and Langley Memorial Hospitals; Tsawwassen/ Kwantlen & Semiahmoo First Nation areas Mon to Fri: 0830-0430 Office: 604.587-4750/ ext# 766633 Cell: 604-613-7935 Fax 604.587-4777 Danielle.Milano@fraserhealth.ca</p>	<p>Laura Commodore Aboriginal Mental Health Liaison Stolo Nation Health Services Office: 604.824.3236 Toll free: 1.877.411.3200 Cell 604.701.9321 Fax: 604.824.0276 Laura.Commodore@stolonation.bc.ca</p>
<p>Rohit Kambo, RN Aboriginal Mental Health Liaison Nurse Surrey/White Rock/Langley/Delta/Tsawwassen Guildford Public Health Unit 200-10233 153rd Street, Surrey BC V3R 0Z7 Office: 604-587-4750 Cell: 604-613-7936 (Mon- Fri) 8:30-5:00, every other Fri off) Rohit.Kambo@fraserhealth.ca</p>	

Interior Health

<p>Diana Moar Aboriginal Patient Navigator North Okanagan Vernon Jubilee Hospital AWA 2101-32 Street Vernon, BC V1T 5L2 Office: (250) 558-1200 X 4130 Cell: (250) 309-9436 Fax: (250) 503-3702 Mon to Fri 08:00-16:00 (Excluding Weekends/Statutory Holidays) diana.moar@interiorhealth.ca</p>	<p>Deb Donald, BA Aboriginal Patient Navigator Royal Inland Hospital 311 Columbia St. Kamloops, BC V2C 2T1 Rotates with Gloria Big Sorrel Horse to cover 7 days a week Office: 250.314.2100 ext #3109 Toll Free: 1.877.288.5688 Cell: 250.319.5420 Pager: 250.851.3414 Fax: 250.314.2333 Debra.donald@interiorhealth.ca</p>
<p>Gloria Big Sorrel Horse, BSW Aboriginal Patient Navigator Royal Inland Hospital 311 Columbia St. Kamloops, BC V2C 2T1 Rotates with Deb Donald to cover 7 days a week Office: 250.314.2100 ext# 3109 Toll Free: 1.877.288.5688 Cell: 250.319.5420 Pager: 250.851.3414 Fax: 250.314.2333 Gloria.bigsorrelhorse@interiorhealth.ca</p>	<p>Jayne Taylor Aboriginal Patient Navigator Kelowna General Hospital Central & South Okanagan 2268 Pandosy St, Kelowna, BC V1Y 1T2 Office: 250 862 4000, ext# 5414 Cell: 250-488-1230 Fax: 250 862 4012 Monday- Thursday (4 Hrs/Day) Jayne.taylor@interiorhealth.ca</p>
<p>Barb Mack Aboriginal Patient Navigator Cariboo Memorial Hospital 517-6th avenue north, Williams Lake, BC V2G 2G8 Office: 250.302.3266 Cell: 250.267.1677 Fax: 250-302-3274 Mon – Fri 08:30 - 16:30 Barbara.mack@interiorhealth.ca</p>	<p>Victoria Runge Aboriginal Health Liaison- Kootenay Boundary Castlegar Health Centre and Grand Forks Grand Forks Hospital Office: 250.304.1254 Cell: 250.304.5621 Victoria.runge@interiorhealth.ca</p>
<p>Leah Phillips Aboriginal Liaison Ktunaxa Nation/Interior Health Office: 250.489.2464 ext 3023 Cell: 250.421.7438 lphillips@ktunaxa.org</p>	<p>Nicole Big Sorrel Horse Aboriginal Patient Navigator Central Okanagan Kelowna General Hospital 2268 Pandosy St. Kelowna BC V1Y 1T2 Office: 250-862-4000 ext#5414 Cell: 250-801-0466 Fax: 250-862-4012 Friday - Sunday 4 hrs a day. Nicole.bigsorrelhorse@interiorhealth.ca</p>

Kimberly Keen Aboriginal Patient Navigator East Ktunaxa Nation Cranbrook East Kootenay Regional Hospital. 13- 24 th Ave N Cranbrook BC V1C 3H9. Attention: Kimberly Keen. Outpatient Psychiatry. Wed/Thurs/Fri. Cell 250.464-1053 kkeen@ktunaxa.org	Sandy Terbasket Aboriginal Patient Navigator Interior Health– South Okanagan Penticton Health Centre 740 Carmi Avenue, Penticton BC V2A 8P9 Tues/ Thurs/ Friday 9-4:15pm Cell phone: 250 488-1230 Fax: 250 770-3410 Sandra.Terbasket@interiorhealth.ca
Judy Sturm, RN, BSN Practice Lead, Aboriginal Health Program Community Integration Health Services Interior Health Cell: 778-257-0341 Judy.sturm@interiorhealth.ca	

Provincial Health Services Authority

Coverage Monday to Friday 8:30 -4:30 No Stat Holiday coverage

Jenny Morgan , MSW, RSW Director, Aboriginal Health Program, Women and Families BC Women's Hospital + Health Centre Rm E209 4500 Oak Street Vancouver, BC V6H 3N1 Tel: 604-875-3440 Cell: 604-838-0047 Fax: 604-875-2041 Monday to Friday 0830-1630 Hrs JMorgan6@cw.bc.ca	Amanda Gonet, BSW , RSW Aboriginal Patient Liaison BC Women's and Children's Hospital Rm E209 4500 Oak Street Vancouver, BC V6H 3N1 Tel: 604-875-2348 Cell: 778.875.2553 Fax: 604-875-2871 Monday to Friday 0830-1630 Hrs Amanda.Gonet@cw.bc.ca
Susan Soloman, BSW, RSW Aboriginal Patient Liaison BC Women's and Children's Hospital Rm E1U71 4500 Oak Street Vancouver, BC V6H 3N1 Tel: 604-875-2348 Cell: 778.875.2558 Fax: 604-875-2871 Monday to Friday 0830-1630 Hrs Susan.soloman@cw.bc.ca	Dana Marshall Aboriginal Cancer Care Coordinator Patient and Family Counselling BC Cancer Agency, Centre for the North Provincial Health Services Authority 1215 Lethbridge St., Prince George BC V2M 7E9 Office: 250-645-7300 ext 687553 Confidential Fax: 250-645-7381 Dana.marshall@bccancer.bc.ca

Friendship Centres in Northwest BC

Dze L K'ant Friendship Centre (Smithers)

Phone: 250-847-5211

Fax: 250-847-5144

Email: dzekant@gmail.com

Mail: 1188 Main Street Ave
PO Box 2920
Smithers, B.C.
V0J 2N0

Friendship House Association of Prince Rupert

Phone: 250-627-1717

Fax: 250-627-7533

Email: fhapr@citywest.ca

Mail: 744 Fraser St
Prince Rupert, B.C.
V8J 1P9

Kermode Friendship Centre (Terrace)

Phone: 250-635-1476

Toll-free: 1-866-635-4906

Fax: 250-635-4906

Mail: 3313 Kalum St
Terrace, B.C.
V8G 2N7

ABORIGINAL HEALTH

Sharing patient information with health care staff in First Nations communities

GUIDELINES FOR NORTHERN HEALTH

INTRODUCTION

This document will provide clarification about sharing patient information for First Nations people who live in First Nations communities. Communicating relevant patient information to health care staff in First Nations communities is very important for the continuity of services and to avoid risks to the health and safety of the people to be served.

First Nations people who live in First Nations communities in the north receive many of their acute care services within Northern Health (NH) hospitals and facilities. After being discharged from a NH facility, people return to their home community where follow-up services are provided by the health care staff in the First Nations community.

Informing health care staff in First Nations communities that a person has been discharged and is returning home allows for timely follow-up. Providing specific information about the person's follow-up needs ensures safe and continuous care for that person and their family.

You can and should share information with health care providers in First Nations communities, once a patient has given verbal consent for you to do so.



CONSENT TO SHARE PATIENT INFORMATION¹

In order to share relevant patient information with health care providers in First Nations communities, confirm with the patient what community they will be returning to after leaving the hospital.

1. Explain the importance of sharing relevant information with the community health care staff for their safety and continuity of care.
2. Ask the patient if you can contact the health care staff (indicate the provider's title/position) in the patient's community in order to share relevant information and to include the health care staff in planning the patient's transition home and their follow-up care.
3. Document the conversation and the outcome in the patient file.

ABORIGINAL PATIENT LIAISONS

Ten Aboriginal Patient Liaisons² (APLs) are located across the north at the following NH facilities and are available to assist with discharge planning, patient transitions, and connecting with First Nations and Aboriginal communities:

Bulkley Valley District Hospital	250-847-5211
Chetwynd Hospital and Health Centre	250-788-7300
Dawson Creek and District Hospital	250-782-8501
Fort St. John Hospital	250-261-7418
GR Baker Memorial Hospital	250-985-5812
Lakes District Hospital	250-692-2474
Mills Memorial Hospital	250-638-4085
Prince Rupert Regional Hospital	250-624-2171
University Hospital of Northern BC.	250-565-2364
Wrinch Memorial Hospital	250-842-4666

APLs and Aboriginal Patient Navigators are also located in regional health authorities throughout the province to assist with patient transfers to facilities outside of NH.

ENDNOTES

1 Health care information can be shared as permitted by 33.2(a) and 34 of the Freedom of Information and Protection of Privacy Act of British Columbia:
www.bclaws.ca/Recon/document/ID/freeside/96165_00

2 For up-to-date contact information for Aboriginal Patient Liaisons, visit:
northernhealth.ca/YourHealth/AboriginalHealth/WhatWeDo/AboriginalPatientLiaisonProgram.aspx

This document has been reviewed by the Northern Health Privacy Office and the Northern Health Risk and Compliance Office.

Acknowledgement to Aboriginal Health, Interior Health, for sharing *Brief Facts: Patient Information Sharing with First Nations Health Care Staff*.



© 2016 Northern Health. This publication may be reproduced for non-commercial use, in full or in part, without permission provided the source is fully acknowledged.

Recommended citation: Aboriginal Health. (2016). *Sharing patient information with health care staff in First Nations communities: Guidelines for Northern Health*. Prince George, BC: Northern Health.

This document is available online at
www.northernhealth.ca/YourHealth/AboriginalHealth

Aboriginal Health, Suite 600 - 299 Victoria Street, Prince George, BC V2L 5B8
T 250-649-7226 • F 250-565-2640 • aboriginal.health@northernhealth.ca



10-307-6026 (Rev IND01/16)

© 2016 Northwest Aboriginal Health Improvement Committees (AHICs)

This document was developed by the Northwest [Aboriginal Health Improvement Committees](#) (AHICs) with financial support from Aboriginal Health, Northern Health. The views and information within do not necessarily represent those of Northern Health.

To request copies of this document or to suggest a correction or improvement, please contact:

Lloyd McDames
Aboriginal Patient Liaison
Mills Memorial Hospital
Office: 250-638-4085
Lloyd.mcdames@northernhealth.ca

Angie Combs
Aboriginal Patient Liaison
Wrinch Memorial Hospital
Office: 250-842-4666
Angie.Combs@northernhealth.ca

Mary Wesley
Aboriginal Patient Liaison
Prince Rupert Regional Hospital
Office: 250-622-6520
Mary.Wesley@northernhealth.ca

Photo credits

Cover: Vetter Falls in Nisga'a Memorial Lava Bed Park by [Dave Bezaire](#) licensed under [CC BY-SA 2.0](#):
www.flickr.com/photos/dlbezaire/3553026859

P.4 Map of Northwest of British Columbia (cropped selection of a map that was created for the people of Northern British Columbia by Northern Health; prepared by BC Stats, June 2011.
chip.northernhealth.ca/CommunityHealthInformationPortal/OtherTopics/NorthernBCMmaps)