



Photo by Jennifer Atkins

INDIGENOUS HEALTH

has been working to improve the quality of, and access to, health care for Indigenous people, to foster cultural safety, and to contribute to closing the health gap between Indigenous and non-Indigenous people.



INDIGENOUS HEALTH

Provincial Health Services Authority

Getting Started

To access the support of the Patient Navigator, please fill out the referral form on the Indigenous Health website:

<http://www.phsa.ca/our-services/programs-services/indigenous-health>

For further questions:

Phone: 604-790-1697

Email: ipn@phsa.ca

Hours of Operation:

Mon.—Fri. 9am-5pm

PHSA acknowledges with respect the territories of the x^wməθkwəy̓əm (Musqueam), kwxwú7mesh (Squamish), and Səl̓ílwətaʔ/Selilwitulh (TseilWaututh) Nations where we are committed to addressing anti-Indigenous racism and creating access to health care services that are safe

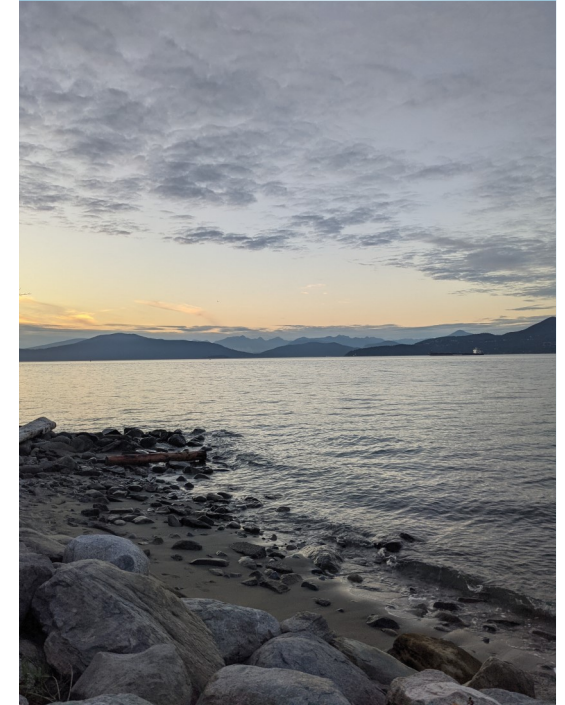


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Indigenous Patient Navigator – Patient Experience



Provincial Health Services Authority

Province-wide solutions.
Better health.

Province-wide solutions. Better health.

What is an Indigenous Patient Navigator?

An IPN is available to collaborate with Indigenous people, their families, and/or communities to ensure access to high quality care and care that is free of discrimination.

An IPN promotes the empowerment of Indigenous Peoples in determining their own health care needs.

PHSA currently has 10 IPNs in various locations including BC Cancer, BCMHSUS, BC Women's and Children's Hospital, Indigenous Health—Patient Experience and BCEHS.



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Helping Patients & Families

The ways an IPN – Patient Experience supports care concerns and complaints:

- ∴ Holds space for Indigenous patients, families and/or community representatives to provide feedback, based on their specific experiences of care at PHSA Programs and Services
- ∴ Identifies and addresses Anti-Indigenous Racism in the Health Care system
- ∴ Assists in addressing unsafe care or to file complaints

- ∴ Provides continued support to you through-out the complaints process
- ∴ Assists in exploring options for Resolution
- ∴ Ensures appropriate, trauma informed and culturally safe responses to complaints
- ∴ Supports in navigating PHSA Services and Programs
- ∴ Provides Advocacy and Emotional Support
- ∴ Links you with other Indigenous Patient Navigators across PHSA
- ∴ Provides referrals and connection to community resources and services



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