

**BC WOMEN'S
HOSPITAL+**
HEALTH CENTRE



An agency of the Provincial Health Services Authority

Complex Chronic Diseases Program

www.bcwomens.ca/complexchronicdiseases

B432 – 4500 Oak Street
Vancouver, BC V6H 3N1
P: 604 875 2061 / F: 604 875 3738
E: infoCCDP@cw.bc.ca

Clinic hours: Monday-Friday, 8:30am-4:30pm

Information Package

What is in this information package?

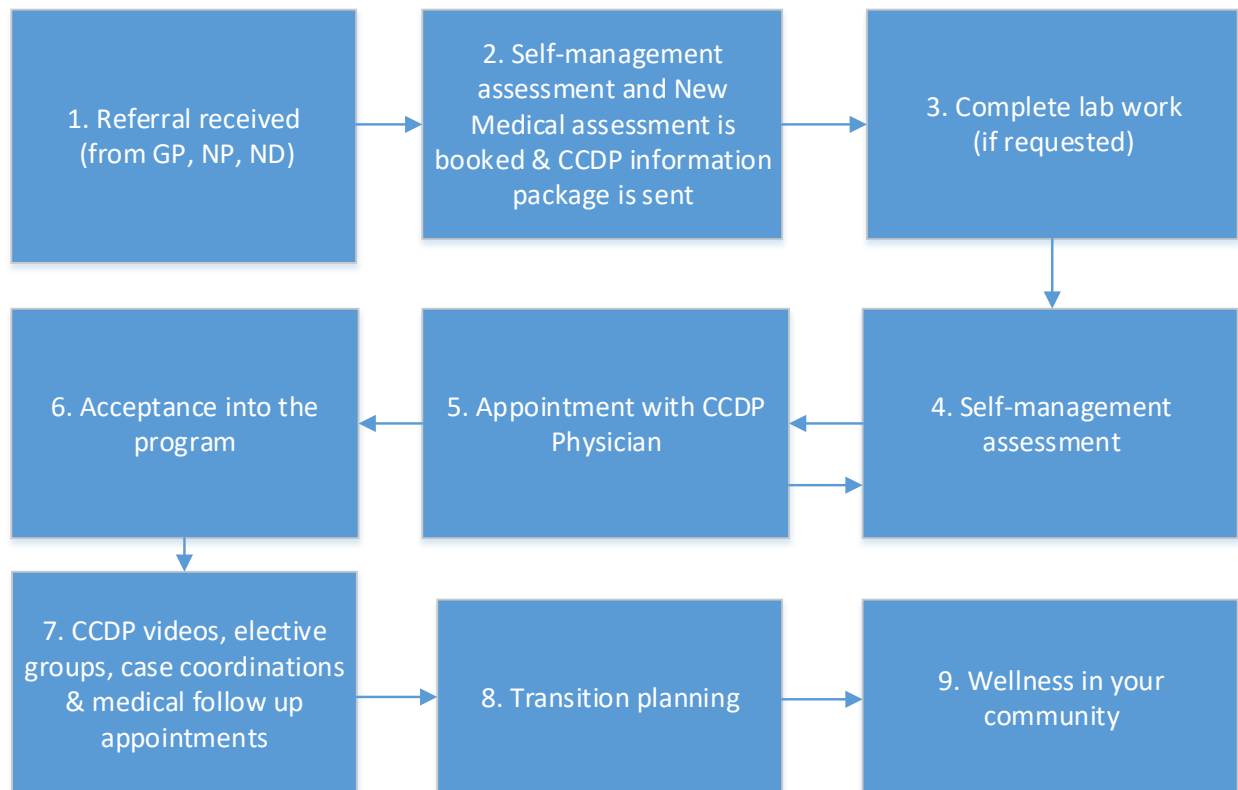
- CCDP Client Journey Map
- CCDP Virtual Health Agreement
- CCDP Intake Process
- CCDP Client Agreement
- Finding Us - Clinic Map & Parking Info
- CCDP External Resources List / Crisis Line

Our groups will provide you with additional documents to add to your package.

How to prepare for your first in-person or virtual CCDP Physician Appointment:

- Complete CCDP Medical Appointment Prep Guide
- Complete CCDP Standardized Questionnaire Booklet
- Complete lab work (if requested)

CCDP Client Journey Map



CCDP Virtual Health Agreement

Most of our appointments are held virtually. To participate in virtual appointments, you must sign the Virtual Health Agreement to allow us to contact you via email.

1. Open your web browser and search "CCDP Virtual Health"
 - a. The first link that shows up will be a BC Women's CCDP Website titled: "CCDP Virtual Health – BC Womens". Please click on this link.

2. Click on **"Virtual Health Patient Agreement"**. Please read the terms and conditions.
 - a. At the end of the page, it will ask you to click "Next."

3. The next page will provide you with information about the "Consent for use of email."
 - a. To provide consent, check the box and provide the information requested. Once you enter "Submit", our office will receive the signed Virtual Health Agreement.

*Please note the PHSA Virtual Agreement is a secure online process. The reason your browser indicates the process is not secure is because the URL applies to the entire BCW website, and not the specific Virtual Agreement webpage.

Admission to CCDP is a 2-step Intake process: Self-Management Assessment and the 1st Medical Appointment

CCDP Self-Management Assessment

- This will be with CCDP clinician (e.g. Dietitian, Nurse, Occupational Therapist, Physiotherapist or Social Worker).
- You will be asked questions so we can get to know you better, understand what your needs are, and to assess your readiness for group based self-management education.
- This appointment is available by phone or virtual health (e.g. Zoom for Healthcare).

First Appointment with a CCDP Physician

- This is a 60-90 minute appointment by phone, virtual health, or in-person (depending on pandemic activity and patient access).
- Please complete **lab work** (if requested), **medical appointment prep guide** and the **standardized questionnaires** prior to your physician appointment.
- Following the appointment, the physician will determine your eligibility for the CCDP.

- If accepted into the program, the physician will recommend follow up based on your unique needs that may include:
 - Elective groups and/or appointments with the CCDP team
 - Treatment recommendations and referrals to other professionals or specialists outside the program

Elective Groups and Case Coordination

- Elective groups are group based education sessions that are facilitated by CCDP clinicians.
- Elective groups and clinic appointments are scheduled within program hours: Monday-Friday, 8:30am-4:30pm
- If you are accepted into the program and recommended by the physician for elective groups, you will have one year to participate in sessions that cover a variety of topics. The year is divided into three semesters, each semester is about 4 months long.

At the beginning of each semester you will have a Case Coordination appointment where one of our staff members will work with you to pick your elective groups.

Please review before your first appointment

Complex Chronic Disease Program Agreement

Diversity and Inclusion

The Complex Chronic Diseases Program (CCDP) celebrates the diversity and knowledge of clients who access our program. We are committed to providing an equal, equitable and respectful environment for all clients and staff.

Privacy and Confidentiality

The CCDP honours the privacy and confidentiality of client information. Please visit the BC Women's Hospital website to see how we protect your privacy and personal information.

Self-Management

A core focus of the CCDP is the self-management of your condition. We will provide education, coaching, and support that will help you make informed decisions about your care and engage in behaviours that promote well-being and manage symptoms. As a self-management program, your attendance and participation are important to your success.

Stay in Contact with Us

Please make sure that we have your correct contact information. Once you start the program you will need to respond to any messages within 2 weeks to book that appointment. If we do not hear back from you for a period of two months you will be discharged from the program.

Provision of Care Within the Province

CCDP can only provide care for patients that are within the province of British Columbia at the time of their appointments.

Individual Appointment Policies

Accessibility

Medical appointments are offered in person (depending on pandemic activity), by telephone, or by virtual health visit. Please see the information package should you require further assistance to access our program.

Cancelling or Missing an Appointment

We require at least two full business days' notice to cancel or to reschedule an appointment. This allows us to accommodate other clients who are waiting. We make every effort not to reschedule booked appointments other than in an emergency.

Regarding missed appointments, due to the very high need for our service, if you miss three appointments you will be discharged from our program. Consequently, if there are barriers to your participation in the program, please let us know as soon as possible.

Arriving Late

If you arrive more than 15 minutes after your appointment start time, the provider will do their best to accommodate you, and will determine whether they are able to see you within the time remaining. If they cannot see you at that time, then it will be considered a missed appointment.

Group Appointment Policies

Accessibility

We recognize that living with a complex chronic illness can make attending appointments challenging. We are committed to making our group program equally accessible to our clients province-wide. Whenever possible, we will use available technology to reduce these challenges.

Introduction Videos

If you are participating in the self-management portion of our program, you will be sent links to our introduction videos. Please watch all the videos before your first Case Coordination.

Duration of Program

You will have up to one year to participate in elective group education and support. In that time, you can participate in several elective groups based on your program priorities. It will not be possible to attend all elective groups. We schedule elective groups multiple times throughout the year to offer flexibility.

Missed Case Coordination appointments

If you are unable to attend your scheduled Case Coordination, it may impact your opportunity to access elective groups.

Missed Elective Groups

If you miss an elective group you will not be able to repeat that group within that same semester. You may reselect the same group in the next Case Coordination. The educational materials for each elective group will be made available upon request. Once you have completed an elective group you will not be able to reselect this group. **If you have any questions, please review with the CCDP provider at your self-management assessment appointment.**

Due to the current pandemic most of our appointments are offered via telephone and virtual health. So you may not need this information just yet



Finding us: The Women's Health Centre is located at **Entrance #77** on the campus. It is recommended that you enter either at Oak Street or Willow Street for most direct travel.

Inside the building: USE ELEVATORS LOCATED AT ENTRANCE #77. EXIT ELEVATOR ON THE 4TH FLOOR, TURN RIGHT AND FOLLOW THE HALLWAY ALL THE WAY TO THE END (APPROXIMATELY 300 FT), WHERE IT WILL OPEN UP INTO THE CCDP CLINIC.

***Currently parking is free, although this may change in the future. But the parking lot is very busy.** We recommend that you allow plenty of time prior to your appointment so that you are able to find parking, which may not be close by the entrance, and to find your way to your appointment.

**IF YOU REQUIRE WHEELCHAIR ASSISTANCE;
PLEASE PAGE OUR CLINIC AIDE @ 604-877-2908. WHEN PROMPTED, DIGITALLY ENTER THE ENTRANCE NUMBER YOU ARE PAGING FROM, FOLLOWED BY THE # KEY. OUR AIDE WILL ARRIVE TO ASSIST YOU.**



BC Children`s & Women`s Health Centre
Lot 9100

To pay for parking:

Step #1 - Remember Stall Number

Step #2 - Enter stall number into the meter and choose amount of time

Step #3 - Pay for parking (keep ticket with you)

Step #4 - No need to return to your vehicle to display ticket

Available From The Meter

\$3.50	Per Hour
\$14.25	24 Hours
\$63.75	7 Days (display face up on dash)
\$115	30 Days (display face up on dash)

Meters will accept any credit card or exact coins. Meters do not take bills or make change. A change machine is located at the vending machines near Second Cup

How to add time to your stall?

Step #1 - Enter your stall number (found on receipt) into any meter on the site

Step #2 - Choose "add time" option and enter your add time number found on your original paid ticket

Step #3 - Pay for additional parking time needed

How to pay by phone:

Step #1 - Call **604.662.7275**

Step #2 - Register your cell phone number and credit card

Step #3 - Enter the lot number **9100**

Step #4 - Enter the number of hours you need to park

Before your time expires you will get a text message asking if you need to add more time

To select the full daily rate you will need to follow the keypad prompts:

1) Hourly/Daily, stall #, 1) purchase, 5) More..... 5) More, 1) \$14.25 for 24 hours

Payment Methods: Pay by phone, Credit Card or exact amount cash (machines do not give change or accept Debit Cards)

For more information or questions please call (604) 875-2061 or visit our website: www.bcwomens.ca

CCDP External Resources List

You will find many helpful resources on our website under the “Patient Resources” tab, which are organized by specific medical conditions: <http://www.bcwomens.ca/health-info/living-with-illness/living-with-complex-chronic-disease#Patient--Resources>

Below you will find other resources that may be helpful for you.

Disclaimer: The information provided in this handout is intended for information purposes only. While every reasonable effort has been made to ensure the accuracy of the information, no guarantee can be given that the information is free from error or omission. All links to third party websites were actively working at the time of publication. The CCDP disclaims any responsibility for the materials contained in any third party websites referenced in this works.

Resource	Contact Info	Website
Chronic Pain		
Canadian Pain Society		www.canadianpainsociety.ca
Pain Action		www.painaction.com
Pain BC		www.painbc.ca
Pain EDU		www.painedu.org
People in Pain Network - Pain Toolkit		www.pipain.com
Disability		
Disability Alliance BC - Help sheets on website for applying for and appealing PWD and CPPD - Advocacy access program assists with applying for and appealing the denial of provincial and federal disability benefits	604-872-1278 1-800-663-1278	www.disabilityalliancebc.org/
- Disability Resource Network of BC (Post-Secondary Education)		www.drNBC.org
Work Wellness & Disability Prevention Institute		www.wwdpi.org
Housing		
BC Housing	604-433-2218 1-800-257-7756	www.bchousing.org
Tenant Resource & Advisory Centre	604-255-0546 1-800-665-1185	www.tenants.bc.ca

Financial		
Canada Pension Plan (Service Canada)		www.canada.ca/en/services/benefits/publicpensions/cpp.html
Ministry of Poverty Reduction & Social Development	1-866-866-0800	www.gov.bc.ca/hsd
PharmaCare	1 800 663-7100 604 683-7151	www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents
Volunteer Tax Clinics		www.disabilityalliancebc.org/direct-service/file-income-taxes/
Legal		
Access Pro Bono	604-878-7400 1-877-762-6664	https://www.accessprobono.ca/
Community Legal Assistance Society	604-685-3425 1-888-685-6222	www.clasbc.net
Law Student's Legal Advice Program	604-822-5791 1-800-565-5297	www.lslap.bc.ca
Lawyer Referral Service (Canadian Bar Association)	604-687-3221 1-800-663-1919	www.cbabc.org/For-the-Public/Lawyer-Referral-Service
The Law Society of BC	604-669-2533 1-800-903-2533	www.lawsociety.bc.ca
Transportation		
Disability Parking Passes	604-718-7744	www.sparc.bc.ca/parking-permits/
Handy DART	604-855-0080	https://www.translink.ca/rider-guide/transit-accessibility/handydart
Hope Air	1-877-346-4673	www.hopeair.ca

Mental Health		
Anxiety Canada		www.anxietycanada.com
Bounce Back - self-help program for depression - CBT model requires a doctor referral		www.cmha.bc.ca/programs-services/bounce-back
Counselling BC (counsellor directory)		www.counsellingbc.com
Free-Low Cost Counselling		www.willowtreecounselling.ca/wp-content/themes/willowtree/reduced-cost-counselling.pdf
Here to Help (Resources in many languages)		www.heretohelp.bc.ca
Mental Health information Line	604-669-7600 1-800-661-2121	www.ementalhealth.ca
Mood Disorders Association of BC	604-873-0103	https://mdabc.net/
Qmunity (Queer resource Centre)		https://qmunity.ca/
Self-Management BC - to learn self-management skills for chronic illnesses - a variety of resources at that were created by the University of Victoria and the Government of BC	604-940-1273 1-866-902-3767	https://www.selfmanagementbc.ca/
Crisis		
Canadian Association for Suicide Prevention		www.suicideprevention.ca
Crisis Centre	604-872-3311 1-800-784-2433	www.crisiscentre.bc.ca
S.A.F.E.R. Counselling (suicidal ideation)	604-675-3985	www.vch.ca/Pages/Suicide-Attempt-Follow-up,-Education--Research-SAFER.aspx
Caregivers		
Elizz Caregiver Support	866-382-3485	www.elizz.com
Family Caregivers BC	250-384-0408 1-877-520-3267	www.familycaregiversbc.ca

Environment		
David Suzuki Foundation		www.davidsuzuki.org/
Environmental Working Group		www.ewg.org
Sleep		
Canadian Sleep Society		www.css-scs.ca
National Sleep Foundation		www.sleepfoundation.org
Nutrition		
The Provincial Nutrition Resource Inventory - a collection of healthy eating and nutrition related resources		www.healthlinkbc.ca/healthy-eating/professionals/provincial-nutrition-resource-inventory
Oldways website - a collection of free recipes to help you incorporate the Mediterranean Diet into your day-to-day life		www.oldwayspt.org/
Monash University Low FODMAP blog - credible, evidence-based information regarding diet therapy for individuals suffering from irritable bowel syndrome		www.monashfodmap.com/
Dietitian Services at the HealthLinks BC - for further information and advice related to healthy eating and nutrition, you can call a registered dietitian, free of charge, Mon-Fri, 9am-5pm.	8-1-1	www.healthlinkbc.ca/dietitian-services
Myalgic Encephalomyelitis & Fibromyalgia		
CFIDS & Fibromyalgia Self Help		www.cfselfhelp.org/
Living with CFS & Fibromyalgia		www.livingwithcfs.com
ME & Fibromyalgia Society		www.mefm.bc.ca
National ME/FM Action Network		www.mefmaction.net
Lyme Disease		
BC Centre for Disease Control		www.bccdc.ca
Centre for Disease Control		www.cdc.gov/lyme
International Lyme and Associated Diseases Society		www.ilads.org
Public Health Agency of Canada		www.phac-aspc.gc.ca/id-mi/lyme-fs-eng.php