



## Advocacy, Support and Assistance

Coming to the hospital can be stressful especially when trying to manage complex health care needs or when you are travelling far from home. Our Indigenous Patient Liaisons help enhance patient and family care by offering advocacy, direct support and assistance.

### Indigenous Health

E311– 4500 Oak Street  
Vancouver, BC  
V6H 3N1

### Office Hours

Monday—Friday  
8:30 AM—4:30 PM  
No stat coverage



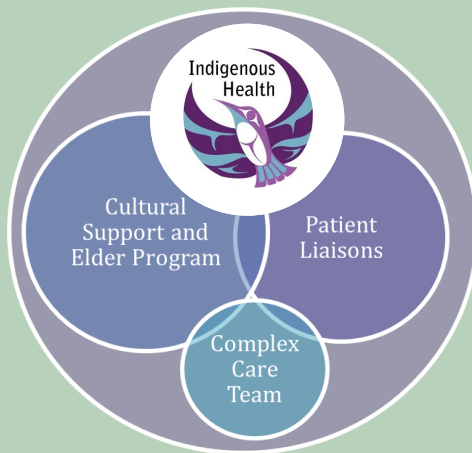
We respectfully acknowledge and thank the Musqueam, Tsleil Waututh, and Squamish First Nations on whose unceded and traditional territories we are privileged to live, learn, teach and practice upon.

## Indigenous Patient Liaisons



## Indigenous Patient Liaisons (IPL's)

Indigenous Patient Liaisons offer support to Indigenous patients and their families who visit BC Woman's Hospital & Health Centre and BC Children's Hospital. IPL's work hard to ensure that Indigenous patients, clients, residents and their families have access to high quality, culturally safe care. They help to bridge the gaps between western and traditional medicine ensuring a holistic health approach.



**Cover image:** Carved by artist Calvin Hunt, a member of the Kwakwaka'wakw Nation, and it represents a woman warrior

**Pamphlet creation & Photo credit:** Crystal Harper  
Administrative assistant with Indigenous Health

## Services Provided

When Indigenous families are at BC Women's or BC Children's, our Indigenous Patient liaisons help you get the information and support you need.

### We can help:

- Help navigate the hospital by accompanying patients to medical appointments on site
- Help patients understand health care processes, procedures and terminology
- Help to ensure admission and discharge planning goes according to patient needs
- Assistance if you have a complaint
- Facilitate communication and cultural understanding between patient and care providers
- Coordinate spiritual / cultural advisors
- Support and comfort to patient and families
- Referrals within the organization, community agencies and supports
- Complete or assist with documentation for Indigenous specific funding for accommodation, transportation and/or meals through the First Nations Health Authority, First Nation Band/ Tribal Offices, etc.
- Liaise with on site Complex Care team

## Referrals

- Self referrals are fine
- If you are in the hospital you can request to see an Indigenous Patient Liaison by asking a health care provider or by calling our local 2348
- You or your family can also call us directly
- Service is for anyone who self identifies as Indigenous ( First nations, Inuit & Metis).

## Indigenous Patient Liaison

BC Women's Hospital + Health Centre

BC Children's Hospital

**Tel:** 604-875-2348

**Toll Free: (BC)** 1-888-3000-3088