

“The Aboriginal Patient Navigators help us facilitate and understand cultural safety and help in supporting our Aboriginal population in a respectful appropriate manner.”



Getting Started

To access the support of the Patient Navigator Program, please fill out one of the referral forms on our website and email or fax it to the program.

Website

www.vch.ca/your-care/aboriginal-health

VCH Connect

vch-connect/programs/ICS/Pages/default.aspx

Phone Toll-free: 1 (877) 875-1131

Email info.aboriginal@vch.ca

Fax (604) 675-2552

RESOURCES FOR STAFF AND PHYSICIANS

Sacred Spaces and Gathering Places

VCH Connect

vch-connect/programs/ICS/Pages/default.aspx



ABORIGINAL PATIENT NAVIGATOR (APN) PROGRAM

Indigenizing Health Care
– one person, one health
care team, one community
at a time for today and
tomorrow.





“I have worked on many different units with Vancouver Acute and have found regardless of which area I work in, the expertise of the APNs has been invaluable. Knowing that there is a person or team of people who can assist with some of the complexities of supporting First Nations folks is a must.”

THE ABORIGINAL PATIENT NAVIGATOR

The Aboriginal Patient Navigator (APN) program helps staff to better support Aboriginal people to access and use health services across the various facilities.

APNs support:

- social workers
- admitting staff
- nurses
- physicians
- acute care staff
- discharge personnel
- allied health professionals

WHO ARE PATIENT NAVIGATORS

The role of the APN is to support staff who work with Aboriginal patients to ensure the patient and their family have a culturally safe experience of VCH services.

They offer:

- Consultation with health care staff on health care planning for patients.
- Resource/contact information on Indigenous specific resources & referrals for Health care teams.
- Coaching and consultation on Indigenous patient care.
- Traditional Cultural support – Smudging, traditional medicines.
- Consultation with patients and family on health care needs.

WORKING WITH HEALTH CARE STAFF

APNs provide a benefit to both the patient and to health care providers. The APN works directly with VCH staff and other health care service providers to make sure Aboriginal patients get the best care possible. APNs can:

- Help staff create a personal plan when a patient leaves a hospital or care program.
- Help VCH health care teams understand and work with Aboriginal health practices and beliefs.
- Assist staff if a patient or family member requests access to an Elder or a traditional ceremony such as:
 - smudging,
 - cedar and eagle fan brushings,
 - blanketing, medicine bundles, or
 - talking circles.