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.
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

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.

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.”

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.