

## Indigenous Patient Navigator (IPN) Patient Experience Referral Form

Indigenous people have a right to access a health care system that is free of racism and discrimination and to feel safe when accessing health care. The IPN provides the following services:

- Direct patient and family support for Indigenous people to share their experiences of quality care concerns, racism or discrimination while accessing PHSA programs and services.
- Support to file a complaint, navigate the complaint process and ensure concerns are addressed in a timely, appropriate, and respectful manner.
- Help with accessing health records, referrals to Indigenous community services and restorative circles with the health care team without fear of retribution or impacts on health services and care.

This form is for external use by Indigenous patients, families, communities and Indigenous service providers seeking IPN Patient Experience support and is received by the IPN. **Please email completed form to [ipn@phsa.ca](mailto:ipn@phsa.ca)**

Prerequisites			
<b>*Self-identified as Indigenous</b> <i>Please select all that apply:</i>	First Nations <input type="radio"/>	Métis <input type="radio"/>	Inuk (Inuit) <input type="radio"/>
<b>*Patient's permission to refer</b>	Yes <input type="radio"/>		No <input type="radio"/>
<i>Selecting "Yes" indicates that the patient consents to being contacted by an Indigenous Patient Navigator and/or the Indigenous Health team supporting the IPN program</i>			
<b>*Date of request: (DD/MM/YYYY)</b>			

Personal Information			
<b>*Patient Name:</b>			
<i>Please describe your gender identity and which pronouns you want to be referred to by</i>	Gender:		
	Pronouns:		
<b>*DOB (DD/MM/YYYY):</b>			
PHN (Care Card):			
<b>*Phone number</b>	Home:	Cell:	
<b>*Email (indicate if preferred method to contact)</b>			
Nation/Home Community:			

Referral details		
<b>*Referred by:</b>	Name:	
	Relationship to patient: <i>(If self-referral, please indicate)</i>	

\*indicates required field

Your personal information is being collected under section s 26(c) of the BC Freedom of Information and Protection of Privacy (FIPPA) Act as it relates directly to and is necessary for PHSA program and services. Personal Information may be shared with personnel who provide patient care quality services and follow-up. If you have any questions regarding the collection and use of your personal information, please call the Information Access & Privacy Office at 1-855-229-9800 to speak to a privacy advisor.

*Reason for referral: (briefly describe)	
Click to submit form to <a href="mailto:ipn@phsa.ca">ipn@phsa.ca</a>	

### Contact Information

Please note that there are Indigenous Patient Navigators across PHSA that provide direct patient and family support beyond complaints in a number of programs and services as listed below. Should you require support in these areas, please connect directly.

Location	Hours of Work	IPN Name(s)	Contact	Other Information
BC Women & Children Hospital Vancouver	Mon- Fri (excluding stats)	Caterina Marra <b>Vancouver</b>	<a href="mailto:caterina.marra@cw.bc.ca">caterina.marra@cw.bc.ca</a> Direct Line: 604-875-2348	Centralized Telephone Line checked daily by Navigators <b>Main Line:</b> 604-875-2348 <b>Toll Free:</b> 1-888-3000-3088 Local 2348 <b>Email Referrals to</b> <a href="mailto:indigenoushealthreferral@cw.bc.ca">indigenoushealthreferral@cw.bc.ca</a>
	Mon- Fri (excluding stats)	Omina Mehri <b>Vancouver</b>	<a href="mailto:omina.mehri1@cw.bc.ca">omina.mehri1@cw.bc.ca</a> Direct Line: 604-875-2348	
	Mon- Fri (excluding stats)	Robyn Dignan <b>(Discharge Liaison)</b>	<a href="mailto:robyn.dignan@phsa.ca">robyn.dignan@phsa.ca</a> Direct Line: 604-875-2348	
BC Cancer Care	Mon- Fri (excluding stats)	Crystal Harper <b>Vancouver</b>	<a href="mailto:crystal.harper@bccancer.bc.ca">crystal.harper@bccancer.bc.ca</a> Direct Line: 604-612-5489	
	Mon- Fri (excluding stats)	Gilbert James <b>Victoria</b>	<a href="mailto:gilbert.james@bccancer.bc.ca">gilbert.james@bccancer.bc.ca</a> Direct Line: 250-889-5145	
	Mon- Fri (excluding stats)	Vanessa Prescott <b>Surrey</b>	<a href="mailto:vanessa.prescott@bccancer.bc.ca">vanessa.prescott@bccancer.bc.ca</a> Direct Line: 604-992-4298	
	Mon-Fri (excluding stats)	VikkiLynn Point <b>Abbotsford</b>	<a href="mailto:vikkiLynn.point@bccancer.bc.ca">vikkiLynn.point@bccancer.bc.ca</a> Direct Line: 604-845-1750	
	Mon-Fri (excluding stats)	Gloria BigSorrelHorse <b>Kelowna</b>	<a href="mailto:gloria.bigsorrelhorse@bccancer.bc.ca">gloria.bigsorrelhorse@bccancer.bc.ca</a>	
	Mon- Fri (excluding stats)	Monica Gerow <b>Kelowna</b>	<a href="mailto:monica.gerow@bccancer.bc.ca">monica.gerow@bccancer.bc.ca</a> Direct Line: 250-826-4360	

\*indicates required field

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PHSA  
Indigenous  
Health



Provincial Health  
Services Authority  
Province-wide solutions.  
Better health.

Location	Hours of Work	IPN Name(s)	Contact	Other Information
<b>BCMHSUS Adult Corrections</b>	Mon- Fri (excluding stats)	Shannon Pirhonen <b>Prince George</b>	<a href="mailto:shannon.pirhonen@phsa.ca">shannon.pirhonen@phsa.ca</a> Direct Line: 604-250-7870	
	Mon- Fri (excluding stats)	Kevin Hill <b>Vancouver</b>	<a href="mailto:kevin.hill1@phsa.ca">kevin.hill1@phsa.ca</a> Direct Line: 604-842-0373	
	Mon- Fri (excluding stats)	Patricia Zerr <b>Kamloops</b>	<a href="mailto:patricia.zerr@phsa.ca">patricia.zerr@phsa.ca</a> Direct Line: 250-571-2225	
<b>Patient Experience</b>	Mon- Fri (excluding stats) 0900-500	Jennifer Atkins <b>Vancouver</b>	<a href="mailto:jennifer.atkins@phsa.ca">jennifer.atkins@phsa.ca</a> Direct Line: 604-790-1697	
<b>BC Emergency Health Services</b>	Mon- Thurs (excluding stats)	Lorna Paul <b>North</b>	<a href="mailto:Lorna.Paul@bcehs.ca">Lorna.Paul@bcehs.ca</a> Direct Line: 778-349-1830	
	Mon- Fri (excluding stats)	Jordan Stehelin- Holland <b>Lower Mainland</b>	<a href="mailto:Jordan.Stehelin-Holland@bcehs.ca">Jordan.Stehelin-Holland@bcehs.ca</a> Direct Line: 604-619-3184	
	Mon- Fri (excluding stats)	Geraldine Elkins <b>Interior</b>	<a href="mailto:Geraldine.Elkins@bcehs.ca">Geraldine.Elkins@bcehs.ca</a> Direct Line: 778-694-4416	
	Mon-Fri (excluding stats)	John Warren <b>Interior East</b>	<a href="mailto:John.Warren@bcehs.ca">John.Warren@bcehs.ca</a> Direct Line: 250-814-3030	
	Mon-Fri (excluding stats)	Summer StoneChild <b>Vancouver Island</b>	<a href="mailto:Summer.StoneChild@bcehs.ca">Summer.StoneChild@bcehs.ca</a> Direct Line: 250-882-4549	

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