



## 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](mailto:ipn@phsa).

Prerequisites			
*Self-identified as Indigenous <i>Please select all that apply:</i>	First Nations <input type="radio"/>	Métis <input type="radio"/>	Inuk (Inuit) <input type="radio"/>
*Patient's permission to refer	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>			
*Date of request: (DD/MM/YYYY)			

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

Referral details		
*Referred by:	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.



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

### 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
<b>BC Women &amp; Children Hospital  Vancouver</b>	Mon- Fri (excluding stats) 0830-430	Barbara-Jean Johnson <b>Vancouver</b>	<a href="mailto:barbarajeane.johnson@cw.bc.ca">barbarajeane.johnson@cw.bc.ca</a>  Direct Line: 604-875-2348  Toll Free: 1-888-3000-3088 Local 2348	Centralized Telephone Line that is checked daily by Navigators  Email Referrals to <a href="mailto:indigenoushealthreferral@cw.bc.ca">indigenoushealthreferral@cw.bc.ca</a>
	Mon- Fri (excluding stats) 0830-430	Owen Prince <b>Vancouver</b>	<a href="mailto:owen.prince@cw.bc.ca">owen.prince@cw.bc.ca</a>  Direct Line: 604-875-2348  Toll Free: 1-888-3000-3088 Local 2348	
	Mon- Fri (excluding stats) 0830-430	Trish Collison & Robyn Dignan <b>Vancouver</b>  Indigenous Discharge Liaisons	<a href="mailto:trish.collison@cw.bc.ca">trish.collison@cw.bc.ca</a> Direct Line: 604-875-2348  <a href="mailto:robyn.dignan@phsa.ca">robyn.dignan@phsa.ca</a> Direct Line: 778-875-2553  Toll Free: 1-888-3000-3088 Local 2348	
<b>BC Cancer Care</b>	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	Monica Gerow <b>Kelowna</b>	<a href="mailto:monica.gerow@bccancer.bc.ca">monica.gerow@bccancer.bc.ca</a>	

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Location	Hours of Work	IPN Name(s)	Contact	Other Information
	(excluding stats)		Direct Line: 250-826-4360	
	Mon- Fri (excluding stats)	<i>Vacant - Maternity Leave</i> <b>Prince George</b>		
<b>BCMHSUS (Adult Corrections) Prince George</b>	Mon- Fri (excluding stats) 0830-430	Christopher Tyler <b>Prince George</b>	<a href="mailto:christopher.tyler@phsa.ca">christopher.tyler@phsa.ca</a> Direct Line 604-250-7870	
<b>Indigenous Health Patient Experience &amp; Quality</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) 0830-430	<i>Vacant</i> <b>Interior Region</b>		
	Mon- Fri (excluding stats) 0830-430	<i>Vacant - Maternity Leave</i> <b>Vancouver Island</b>		
	Mon- Fri (excluding stats) 0830-430	<i>Vacant</i> <b>Northern Region</b>		

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