



FOR INDIGENOUS PEOPLE

What to do with
questions, concerns
& complaints about
your health care

as provided by



Vancouver Coastal Health is a large and complex organization of approximately 16,000 employees with many complex services and operations. There are times when issues will arise. We want to address them as quickly and appropriately as possible.

1. Where do I start?

Start locally. Concerns or complaints are best addressed and resolved at the time and place they occur. If you have a concern or complaint, it is best to speak with the person who provided the service to the manager of the area first. If this is not possible or you remain unsatisfied, please feel free to connect with your local Aboriginal Patient Navigator. By contacting the Aboriginal Patient Navigator, you will receive support and assistance through the complaint process. The Aboriginal Patient Navigator can also advocate on your behalf to raise your concern within Vancouver Coastal Health and ensure it is being addressed effectively.



2. What does Vancouver Coastal Health need from me to address my question, concern or complaint?

- a. **Your patience.** Some requests can be answered with a single phone call; others may take longer. We will try to answer your request in a timely manner. If you are dealing with a time-sensitive request, let us know and we will do our best to speed up your request.
- b. **As much information as possible.** All the background information you can provide will help us answer or address your question, concern or complaint.
- c. **Place one request with one contact person.** If you place a single request, we will track and follow it. Multiple requests can slow down the response time.
- d. **Your understanding and openness.** In order to effectively address an issue it is important to examine all viewpoints. Information will also be provided that may explain an issue, or provide a basis for further discussion.



3. What if my concern or complaint is not resolved?

If your concern or complaint remains unresolved after discussing the issue with the service area, we encourage you to contact our Patient Care Quality Office. A new process in BC formalizes and enhances the complaint process providing you with the opportunity to better resolve concerns. If Vancouver Coastal Health has not met your expectations, we are committed to working with you to find a reasonable solution.

Patient Care Quality Office

Phone Toll Free 1-877-993-9199
Fax 604-875-5545
Email pcqo@vch.ca
Mail Room CP-117 – 855 West 12th Avenue
Vancouver, BC V5Z 1M9

The Patient Care Quality Office is open Monday to Friday (except statutory holidays) from 8:30am to 3:30 pm.





4. What if I am still not satisfied?

If you are not satisfied with the Patient Care Quality Office's response to your complaint, you can ask the Patient care Quality Review Board to look into it. They are independent from Vancouver Coastal Health. They can review your complaint and our response, and recommend ways to make health care better. To learn more, visit their website at PatientCareQualityReviewBoard.ca

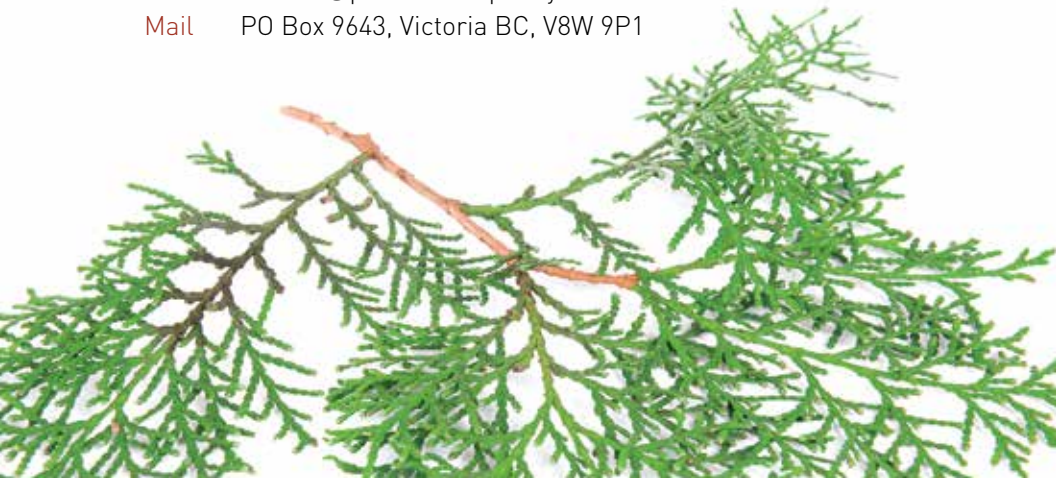
You can request a review by:

Phone Toll Free 1-866-952-2448

Fax 250-952-2428

Email contact@patientcarequalityreviewboard.ca

Mail PO Box 9643, Victoria BC, V8W 9P1





5. What other mechanisms are available to me?

To find out more information about Vancouver Coastal Health's Aboriginal Health program or who to contact for your area, you can contact:

General Admin: 604-675-2530
Email: info@aboriginalhealth.ca

ABORIGINAL PATIENT NAVIGATORS

The Aboriginal Patient Navigator Program offers traditional medicine, advocacy, liaison, and resource referral to Indigenous patients accessing health services within the VCH health services delivery area. Aboriginal Patient Navigators help health care and other social service providers support Indigenous patients through the health system by providing education, consultation, and resourcing.

VCH Aboriginal Patient Navigators can be contacted at:

Telephone: Toll Free: 1-877-875-1131
Email: info.aboriginalhealth@vch.ca



FIRST NATIONS HEALTH AUTHORITY (FNHA)

Contact Information

FNHA Vancouver Coastal Regional Director: 604-693-6596

FNHA Vancouver Coastal Regional Liaison: 604-693-6595

FNHA COMMUNITY ENGAGEMENT COORDINATORS

FNHA Community Engagement Coordinators act as a liaison to BC First Nations communities and assist in the communications, collaboration and planning to meet the needs of the community within the local area.

Central Coast (Heiltsuk (Bella Bella), Nuxalk (Bella Coola), Kitasoo/Xai'xais (Klemtu) and Wuikinuxv (Rivers Inlet) 250-799-5613 Ext. 235

Southern Stl'atl'imx (N'Quatqua (D'arcy), Samahquam (Lillooet River), Skatin (Skookumchuck Hot Springs), Xa'xtsa (Port Douglas), Lil'wat (Mount Currie) 604-315-1642

South Coast (Musqueam, Squamish, Tsleil-waututh, Shíshálh, Tla'amin) 604-693-3271



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Coastal Health
Promoting wellness. Ensuring care.

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



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