



Aboriginal Patient Liaison Program Services

Services/ Roles:

In effort to create a more equitable health care experience the **APL works as part of the health care team** to enhance the current hospital services and resources through recognizing and mitigating barriers to health and wellness for Aboriginal patients and their families.

Patient and Families

- a. Support Aboriginal patients and their families with navigating the hospital systems
 - i. Accompany patients to medical appointments on site
 - ii. Facilitate communications between patient and health care providers
 - iii. Support patients/families during stay with plans to address home life needs while in hospital
 - iv. Meeting with health care providers about treatment or plans
 - v. Provide support to patient during sensitive conversations
 - vi. Connect patient with other PHSA or community resources /supports
 - vii. Assist patient and their families in voicing compliments or complaints
 - viii. Providing a culturally safe space to assist patient/families in planning/processing during a crisis.
 - ix. Attend ward rounds
- b. Discharge planning
 - i. Working as part of the discharge planning team;
 - ii. Identifying and connecting with home community resources
 - iii. Assist patient from referral to discharge to community to help ensure continuity of care
- c. Providing basic needs support or supplies
 - i. Self care bags and emergency clothing
 - ii. Facilitate access to telephones and computer services to assist in necessary arrangements
 - iii. Complete or assist with documentation for Aboriginal specific funding for accommodation/meals (FNHI(**First Nations Health Insurance**), First Nation Bands/Tribal Offices)
 - a. Offer Aboriginal Health meal voucher program with funding approval from FNHI or Tribal office.
- d. Advocate and act to co-create culturally competent health care including the reduction or removal of system barriers.
- e. Organize and ensure that cultural protocols can be supported within the hospital systems and if not within the system, work with local First Nation's communities and Aboriginal organizations
 - i. Connect patient/families with a Elder or Spiritual Advisor
 - ii. Connect family with culturally-specific patient/family resources.



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Services to other Health Team Members

- a. Provide group or individual overviews on our programs and services
- b. Supplement provider knowledge with Aboriginal specific resources/information
- c. Provide information on providing culturally competent care and available Indigenous Cultural Competency training
- d. Assist staff with cultural interpretation and developing care plans to be contextually and culturally appropriate
- e. Orientation on who and who is not funded for travel supports and benefits through First Nation Health Insurance
- f. Support and advocate for Aboriginal health in various capacities

Please note we do not have a regular budget to provide emergency financial supports for Aboriginal patients and families this includes:

- a. Accommodations**
- b. Meal vouchers**
- c. Taxi or transit passes**
- d. Parking passes**

Please contact social work. We can work with Aboriginal patients who are “Status Indians” to help arrange finances through FNHA or their First Nation community.