

## NORTHERN HEALTH REGION

The Northern Health region includes Haida Gwaii (Queen Charlotte Islands), north to the Yukon border, east to the Alberta border, south to the Robson Valley, Quesnel and Alexandria.



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[northernhealth.ca](http://northernhealth.ca)

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10-307-6003 (IND Rev10/13)

## Aboriginal Patient Liaisons



**northern health**  
*the northern way of caring*

## ABORIGINAL HEALTH PROGRAMS AND SERVICES

Aboriginal Health Programs and Services is holistic. It encompasses health determinants, is supported and fostered by Indigenous knowledge and know-how, and is community based and driven. It includes health/mental health and addiction needs that call for accessible programs and services for all ages and stages of life.

### ORGANIZATIONAL VALUES The Beliefs that Guide Our Work

The Aboriginal Patient Liaison is a position created by Aboriginal Health initiatives through Northern Health. As such, the APL honors the following guiding principles:

#### ***We treat people with:***

- Respect: honoring diversity and treating people fairly
- Compassion: caring genuinely
- Empathy: understanding and earning trust

#### ***We Demonstrate:***

- Integrity: ensuring open, honest, ethical behavior
- Stewardship: Showing transparent, responsible and effective use of resources
- Quality: providing exceptional service guided by evidence

#### ***We work in a Spirit of:***

- Collaboration: working to better serve the people of Northern B.C.
- Innovation: learning and finding better ways to deliver health care.

## SERVICES AVAILABLE

### Patient Assistance:

- Arrange for translation services
- Help patients understand health care processes, procedures and terminology
- Help to ensure admission & discharge planning goes according to patient needs
- Assist with Advanced Health Care Planning
- Facilitate communication and cultural understanding between patient and care providers
- Connect patient to end of life support
- Coordinate spiritual/cultural advisors
- Support and comfort family & friends
- Assist with referrals within Northern Health and to community agencies
- Help link patients to non insured health benefits
- Assist with transition to and within Long Term Care

Our Aboriginal Patient Liaisons (APLs) are highly trained individuals who attend Patient Care Conferences to ensure their skills and knowledge supports the best quality care for clients, patients and residents. They help to bridge the gaps between western and traditional medicine ensuring a holistic health model.



## ABORIGINAL PATIENT LIAISONS

**University Hospital of Northern BC**  
Prince George  
June McMullen 250-565-2364  
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**Mills Memorial Hospital**  
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**Lakes District Hospital**  
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**Prince Rupert Regional Hospital**  
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**Dze L’Kant Friendship Centre**  
(Bulkley Valley District Hospital)  
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