

Privacy of Your Health Information

At Vancouver Coastal Health, staff must protect your ‘personal Information’ (any recorded information that identifies you) in accordance with the BC Freedom of Information and Protection of Privacy Act (FIPPA). That means we will treat your ‘personal information’ as confidential, only collect, use and share it for purposes permitted by law and securely store and protect it.

Only authorized individuals who “need to know” your information in order to provide care and other care-related services may look at your personal information. They may collect, use and share it for the following purposes:

- To provide immediate, ongoing care and services
- To help us improve the quality of your care and services
- To conduct research (as permitted by law and by our Research Ethics Board)
- For teaching and education purposes (for example, medical students)
- To decide your eligibility for benefits and services and for billing and payment

Your personal information may also be disclosed to others as required by law (to respond to a court order) or under specific statute (Coroner’s Act or Adult Guardianship Act). The Ministry of Health also requires that we share your personal information with them to support planning, funding and other activities, and with the Canadian Institute for Health Information, hospitals and community services.

Please contact VCH Information Privacy Office if you have any further questions:

604-875-5568

Email: privacy@vch.ca

Consent Information

In British Columbia, client consent is required for all health care treatment. In order to assist you in making your informed consent decision, staff will provide you with information about the treatments and services they are offering. Staff will explain why a treatment or service is advised, and the benefits and risks of receiving and not receiving the treatment or service and alternatives. You will be encouraged to ask questions and make sure you understand. Interpreter services may be available.

On some occasions, you may be asked to sign a treatment consent form but most of the time, after providing the explanation about the treatment, you will be asked if you give your consent to proceed. This is a verbal consent.

You are able to withdraw your consent at any time.

If you are unable to provide consent, staff will look to see if you have appointed another decision maker. If not the law allows certain family members to make decisions. If there is no one else entitled to make health care decisions, staff will look to the Public Guardian and Trustee (604-660-4444).

If you have concerns about the quality of services and have not been able to resolve with the staff or Community Health Centre, call Vancouver Coastal Patient Care Quality Office at:

1-877-993-9199

Email: pcqo@vch.ca

To achieve our goal of quality care, your constructive comments are welcome.

For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. **EF.400.A48**

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The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca

Adult and Older-Adult Home and Community Services



Services

Vancouver Home and Community Care Services are offered so that adults and older adults, with chronic health problems, can live independently in their own homes as a first option. These services promote self-care in a clinic or client's home and prevent unnecessary hospitalization. Services are available through our public and professional referral line at:

604-263-7377
Monday - Friday
8:30 am - 5:00 pm



Services May Include:

- Ambulatory Care Clinics
- Palliative Care
- Home Care and Post Hospitalization
- Wound Care and Medication Management
- Home Visits from Health Care Professionals
- Assessments and Advice for Mobility Aids and Equipment.
- Occupational Therapy and Physiotherapy
- Chronic Disease Management
- Nutrition Counseling
- Educational Support
- Respite Services
- Case Management
- Residential Care Access
- Access to Assisted Living
- Continence Clinics

HealthLink BC:

24 hours service, phone 811, to speak with a nurse.

Developing a Plan for Your Care and Support

Staff will meet with you to understand your needs and to provide information regarding options. We will provide direct service or refer to someone that can provide other options. The plan will be developed with you and built on your needs and goals and will be reviewed regularly.

Staff will obtain your informed consent before providing service.

Education is provided for you and your family, about your illness, and wellness promotion. Families are encouraged to participate in care.

When staff visit your home, your home is their workplace. BC workplace legislation applies to provide home support care only when it can be done safely and respectfully.

www.worksafefbc.ca



Community Health Centres/ Offices Near You

Downtown Community Health Centre

569 Powell Street
604-255-3151

Evergreen Community Health Centre

3425 Crowley Drive
604-872-2511

Robert and Lily Lee Family Community Health Centre

1669 East Broadway
604-675-3980

Pacific Spirit Community Health Centre

2110 West 43rd Avenue
604-261-6366

Pender Community Health Centre

59 West Pender Street
604-642-5830

Raven Song Community Health Centre

2450 Ontario Street
604-709-6400

South Community Health Centre

6405 Knight Street
604-321-6151

Three Bridges Community Health Centre

1292 Hornby Street
604-736-9844

For updates visit: www.vch.ca