

## 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](mailto: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 Health Patient Care Quality Office at:

**1-877-993-9199**

**Email: [pcqo@vch.ca](mailto: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](mailto:pchem@vch.ca) and quote Catalogue No. **JB.510.N81**  
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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](http://www.vch.ca)

# North Shore Home & Community Care Services



## Services

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- Attending Ambulatory Clinic
- Home Visits

### **Home Care/Ambulatory Clinic**

#### **Nursing Includes:**

- Wound and drain care
- Intravenous therapy
- Medication Management
- Ostomy support
- Catheter Care
- Palliative & Supportive Care

### **Physiotherapy & Occupational**

#### **Therapy includes:**

- Functional & mobility assessments
- Equipment recommendations & funding applications
- Exercise & treatment programs

### **Case Management includes:**

- Assessments for Home Support
- Residential Care
- Assisted Living
- Respite Services
- Adult Day Programs
- Chronic Disease Management

### **Registered Dietitian includes:**

- Medical nutrition therapy
- Diabetes assessments
- Home Tube feeding consultation
- Special diet allowance assessments

### **We also offer:**

- Educational Support in Self Care
- Advice on other Community Resources

## Costs

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Some services are free. For others, there may be a cost. What you pay depends on your income, benefits you might receive (e.g. Extended Health Benefits, Veterans Affairs Canada, etc.), and your personal circumstances. If the cost of services poses a severe financial hardship, your situation can be reviewed. You may be eligible for a temporary rate reduction. Your health care professional will help you through the financial assessment and can answer your questions.

### **Costs may change over time**

Contact the Home and Community Care access telephone number in your community for current costs.

### **How to qualify:**

- Be 19 years of age or older
- Be a resident of British Columbia (BC) (some services require a three month residency in BC)
- Be a Canadian citizen or have permanent resident status

### **Require care:**

- After you have been released from the hospital
- At home to prevent you from going to hospital or
- For a life limiting illness

## Developing a Plan for Your Care and Support

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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 becomes their workplace. BC Workplace legislation requires that Home Health Services can only be carried out in a safe and respectful environment. Requirements include that you:

- Refrain from smoking
  - Inform staff of pets in your home
  - Ensure walkways are safe, well lit and free of obstacles
  - Provide a clean workspace for nursing procedures that you may require.
- [www.worksafebc.ca](http://www.worksafebc.ca)

## Contact Information

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Services are available through our public and professional line at:

**604-983-6700**

**Monday to Friday**

**8:00 am–4:30 pm**

For more information call your community access line or visit us online at:

[http://www.vch.ca/your\\_health/health\\_topics/home\\_and\\_community\\_care/](http://www.vch.ca/your_health/health_topics/home_and_community_care/)

