

PATIENT RIGHTS

It is your right as a patient/client to:

- Receive safe and proper care
- Give or refuse consent for any procedure
- Have a medical professional clearly explain health problems and treatments to you
- Participate in health care decisions
- Ask questions and express concerns
- Request a second or third opinion
- Be assured that personal information is confidential
- Request access to your health information records
- Request the transfer of your health records to another medical professional
- Make complaints, raise concerns, and recommend changes without fear of being interfered, discriminated or belittled



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Okimawiwini Minopimatisiwinik Atoskawikamik



SCAN ME

**PATIENT
ADVOCACY
AND
NAVIGATION**

PATIENT ADVOCACY

What is a Patient Advocate?

A Patient Advocate is a qualified, trained professional who provides assistance to patients and their families to ensure they receive the best health care possible. They ensure their patients understand their rights within the health care system and can help with a variety of services depending on their individual needs.

What can a Patient Advocate do?

- Help secure and manage health care
- Assist clients in making treatment plan decisions
- Help you understand your health advice
- Review diagnoses, treatment options, test results, medications, and medical records.
- Speak to healthcare representatives (doctors) on patient's behalf, either through virtually or by attending appointments with their patients
- Assist with managing health claims (WSIB, disability papers) and review medical bills
- ... and more!

Patient Navigation and Patient Advocacy work hand-in-hand to provide Indigenous patients and clients within the Mushkegowuk region assistance. We accept on- and off-reserve members of:

Attawapiskat First Nation
Chapleau Cree First Nation
Fort Albany First Nation
Kashechewan First Nation
Missanabie Cree First Nation
Moose Cree First Nation
Taykwa Tagamou Nation

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PATIENT NAVIGATION

What does a Patient Navigator do?

The Patient Navigator is a person who helps guide a patient through the healthcare system. This includes assistance with screening, diagnosis, treatment, and follow-up for a medical condition.

We can be available to support your care journey and make it less stressful for you and your family.

You can request that the Patient Navigator be part of your health care team at any point during and/or after your care.

How can a Patient Navigator help me?

- Assist with discharge plans
- Provide culturally appropriate care for health care providers
- Complete referrals
- Connect with community services
- Connect with traditional healing programs and services
- Navigate patients to medical appointments
- Assist with accommodations, informed discharge planning, and access to medical supplies and drug prescriptions
- Ensure patients and families understand, participate and agree with their plan of care.