

# HOW TO CONNECT



Reach out to your local healthcare system if you have any questions or concerns.

## INDIGENOUS PATIENT NAVIGATORS

Every individual has the right to safe and respectful care when navigating Ontario's healthcare system. Indigenous Patient Navigators play a crucial role in ensuring that Indigenous populations receive culturally sensitive healthcare, tailored to their unique traditions and values. Linking patients to Indigenous Patient Navigators can create better health outcomes, enhanced communication and build trust between Indigenous populations and healthcare providers. Indigenous Patient Navigators can be found throughout various hospital systems, friendship centres as well as through provincial health systems.

### NAVIGATORS OFFER A VARIETY OF SERVICES INCLUDING BUT NOT LIMITED TO:

- Arranging translation services, if needed
- Transporting and escorting patients to appointments
- Addressing cultural and spiritual needs
- Connecting patients with traditional healers
- Advocacy and support before, during and after appointments between patients, family members and healthcare team
- Assisting with discharge planning
- Facilitating referrals from patients and family members to community support and resources
- Education presented in a culturally safe manner

## THE RIGHT TO SAFE CARE

Patient Ombudsman assists with facilitating resolutions and investigates complaints about healthcare experiences and offers recommendations to improve the health experience for patients. They can be reached online at <https://patientombudsman.ca/> or toll free at 1-888-321-0339 or 416-597-0339.

## SAFESPACE NETWORK

The Indigenous Primary Health Care Council collaborated with various organizations to create Safespace Network. Safespace Network is another resource available to community members to report any concerns and issues within the health system. They can be reached online at <https://www.safespacenetWORKS.ca/> or through email at [report@safespacenetWORKS.com](mailto:report@safespacenetWORKS.com) or at 1-416-477-7627.

## HOW TO REPORT YOUR CONCERNS OR COMPLAINTS

Any concerns or complaints regarding either a physician or surgeon can be reported to the College of Physicians and Surgeons of Ontario (CPSO). They can be reached online at <https://www.cpsO.on.ca/en/Public/Services/Complaints-and-Concerns> or at 416-967-2603 or 1-800-268-7096 ext. 603.

