First Nations Health Authority
Health through wellness

FROM HOSPITAL TO HOME: YOUR DISCHARGE PLAN GUIDE

Name: _____ **Date:** _____

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INTRODUCTION

Being in the hospital can be stressful. It is hard to remember things when we are feeling sick or worried.

This booklet is for you to write down answers to your questions, and anything not fully explained, so you feel as prepared as possible and have enough detail on changes being asked of you when it is time to go home.

Inside you will find:

- Common questions to ask to better understand the details of your care.
- Space for you to write down answers and any extra information.
- Reminders of your rights and ideas to ensure you and your support system are kept informed and involved.

When you are home, use this tool, along with what the hospital gave you, to refresh your memory and/or share it with your support system.

This booklet is not here to:

- Provide medical history.
- Replace conversations you have with care providers.
- Replace the discharge processes the hospital has in place.
- Replace your consent.

First Nations Health Authority (FNHA) is committed to working in partnership with First Nations people in BC, to ensure access to inclusive, culturally safe and wholistic health and wellness services.

Not everything will apply to you – use only what you need.

Your feedback helps guide the work we do and ensures it reflects your needs and priorities. If you have something you'd like to share, please reach out to the team at **CDSI@fnha.ca**.

SUGGESTIONS FOR THE BEGINNING OF YOUR HOSPITAL STAY:

IMPORTANT - It is your right to:

- Ask questions.
- Be treated with dignity and respect.
- Understand your medical condition.
- Understand your treatment options.
- Decide if you want your community health team involved, and let the hospital know so your wishes are respected.
- Have access to a phone.
- Speak to a social worker to connect with family, supports and/or resources.

- Your 'Circle of Care' is made up of all health care providers supporting you, both in the hospital and in community. You can also add people from your personal support network.
- If you want your community health team or support person involved, talk to your hospital care team early and ask them to connect. When you do this, you are helping create a stronger Circle of Care.
- Talking early can help the two teams work together to set up any care, equipment or supplies you may need. You may request a meeting with all of them.

Each health authority has a role aimed at improving health care experiences for the Indigenous people in BC. Ask if you'd like to hear more, below are some possible names of the role.

- Indigenous Patient Navigator (IPN)
- Indigenous Patient Liaison Worker
- Indigenous Health Liaisons
- Indigenous Liaison Nurses (ILN)

Clients and families have the right to raise concerns and receive a timely response to their concerns, without fear of retribution or an impact on their health services and care.

FNHA's Quality Care and Safety Office provides a safe avenue for First Nation's clients to provide feedback, based on their specific experiences on health services system wide. Email: **Quality@fnha.ca** Phone: **1-844-935-1044**.

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.

Transportation

Has patient travel been contacted? ☐ Yes ☐ No

Patient travel contact information:

Has the required letter supporting travel been signed and sent to patient travel?
☐ Yes ☐ No

Do I have a medical escort? ☐ Yes ☐ No

Do I have a confirmed ride and/or flight/ferry plans set up? ☐ Yes ☐ No

Notes / Details:

Medical Supplies and Equipment

Do I have equipment to pick up on my way home? ☐ Yes ☐ No

How much space does it take up? Will it fit in my vehicle? ☐ Yes ☐ No

For many First Nations people, particularly those living in rural or remote areas, it can be challenging to access necessary medical care.

The First Nations Health Benefits (FNHB) program helps address the challenges of accessing necessary medical care when living in rural and remote areas.

See **fnha.ca/benefits/medical-transportation** for forms and details.

Where do I pick it up from? Contact information and notes / details.

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.

Medications

Do I have any medication changes? ☐ Yes ☐ No

What are the changes? (new, different, stopped, doses)

Should I refill when finished? ☐ Yes ☐ No

When should I follow up with someone about these?

Have my prescriptions been faxed? ☐ Yes ☐ No

Where to?

Do I have medications to pick up on my way home? ☐ Yes ☐ No

Will the pharmacy be open by the time I get there? ☐ Yes ☐ No

Notes / Details:

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.

Labs and Other Tests (Bloodwork, X-Ray, CT, MRI)

Do I have labs or other tests I need to follow up with? ☐ Yes ☐ No

Any pending results? ☐ Yes ☐ No

Any test I need to do? ☐ Yes ☐ No

What test?

☐ Blood test ☐ X-Ray ☐ Ultrasound ☐ Colonoscopy ☐ ECG/EKG ☐ Endoscopy
☐ Echocardiogram ☐ Pulmonary Function Test ☐ Sleep study ☐ CT ☐ MRI
☐ Nerve study ☐ Other: _____

Where, when, how?

Do I book or will someone call me?

Who should I call if I have questions?

Who will get the results?

Do I have the paperwork? ☐ Yes ☐ No

Will I have to travel for any of these tests? ☐ Yes ☐ No

Notes / Details:

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.

Referrals and follow up

Have I been referred to other services or specialties? ☐ Yes ☐ No

☐ Medical specialist ☐ Chronic condition services ☐ Occupational therapy ☐ Dental

☐ Physiotherapy ☐ Dietitian services ☐ Rehabilitation services

If no:

How long should I wait before I follow up with my community health team?

If yes:

Why am I being asked to see this health care provider/service?

What is their role?

What is their name?

When should I expect to hear from them?

How long should I wait before I call them?

What is their contact information?

Notes / Details:

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.

Physical considerations

Do I have a limit on how much I can lift? ☐ Yes ☐ No

How long am I limited to the above?

Notes / Details:

Help at home or home support

Will I need support at home after leaving the hospital? ☐ Yes ☐ No

Has my community health team been updated? ☐ Yes ☐ No

Have I received a copy of all my discharge information? ☐ Yes ☐ No

Notes / Details:

Caregiver

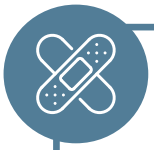
Has my support person/caregiver received written instructions/training? ☐ Yes ☐ No

What are signs that I should seek urgent care or return to the hospital?

Notes / Details:

COMMON QUESTIONS TO ASK BEFORE LEAVING THE HOSPITAL

Not everything will apply to you, only use what you need.



Wound Care

(Including ostomy care, stitches and any tubes you may go home with)

Will I need wound care? If yes, how often?

Who will be doing the dressing changes?

Does my community health care team know what supplies I will need?

Do I have written instructions on how to care for my surgery site or stitches?

Notes / Details:

Oxygen at Home Program (must meet criteria)

Will I need oxygen at home? ☐ Yes ☐ No

Is my plan for when I'm home written out for me?

Notes / Details:

WELLNESS PAGE

This section is intended to provide space for wellness strategies, grounding techniques and to include contact information for anyone you choose such as your community health care team, support person, or loved one.

Each region will be responsible for contributing their cultural support pieces, for example:

- Techniques I can use while I am away to help ground me.
- Techniques I can use while I am away to refresh my spirit.
- Contact information: How do I reach my health care team
- Contact information: Important people in my life

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