



# Preparing community members for a visit to Thunder Bay Regional Health Sciences Centre

## Information for Community Health Staff



Thunder Bay Regional  
Health Sciences  
Centre

healthy  
together

En santé  
ensemble

# Information for Community Health Staff

At Thunder Bay Regional Health Sciences Centre, we aim to provide a welcoming environment for Indigenous patients and families.

## Appointments

Most appointments will be at the main building of the Hospital. The doctor or specialist will provide the details in advance. If several appointments are necessary, it may be possible to book them all for the same day. Contact the doctor's office to find out.

Patients should bring all identification and appointment forms to the appointments. The forms can be provided to Admitting or the Information Desk (located by the Main Entrance) for assistance and directions in locating where the appointment is within the Hospital.

Please encourage patients to share their thoughts and feelings. Openly talking about experiences with doctors and the health care team supports care planning and delivery.

## Planning Your Patient's Trip

Patients coming from the Sioux Lookout zone may have to stay overnight in Sioux Lookout. Accommodations may

be available at the Jeremiah McKay Kabayshewekamik Hostel. Call toll-free **1-888-303-1334**.

## Accommodations and Transportation in Thunder Bay:

### Wequedong Lodge

Wequedong Lodge offers accommodations and transportation to patients and families who have to come to Thunder Bay for medical care. This is usually arranged through your community Nursing Station.

Please ensure that Wequedong Lodge has the patient's flight number and arrival time so they can pick the patient up from the airport. They will also provide transportation to the Hospital, and to other medical appointments and services in the city, such as picking up medications or medical supplies at a pharmacy. More information can be found at [www.weqlodge.org](http://www.weqlodge.org) or call **807-623-1432**.

*Wequedong Lodge also has a phone installed at the Thunder Bay Airport.*

## Tbaytel Tamarack House

Patients may have the option of staying at the Tbaytel Tamarack House located on the Hospital grounds. Call **(807) 684-7799** for more information.

*Please note that Tbaytel Tamarack House is closed on long weekends.*

## Local Hotels

For those who require hotel accommodations, please check with the Non-Insured Health Benefits Program (NIHB) for a list of pre-approved hotels.

NIHB contact information:

Email: **[NIHB-SSNA@hc-sc.gc.ca](mailto:NIHB-SSNA@hc-sc.gc.ca)**  
or Toll Free: **1-866-225-0709**.

## Transportation from the Airport

Taxis and Thunder Bay Transit (the city bus) are available outside of the airport terminal. More bus information including schedules and maps can be found on the City of Thunder Bay website: **[www.thunderbay.ca](http://www.thunderbay.ca)**.

## Indigenous Patient Navigators and Liaisons

The Indigenous Patient Navigators and Liaisons provide assistance for Indigenous patients and their families.

- Cree, Ojibway, and Oji-Cree translation services
- Physical, mental, spiritual and emotional support before, during, and after clinical appointments
- Linking patients and families to community resources
- Coordinating Tele-visitation services with remote family members
- Information and education in a culturally-sensitive manner
- Communication assistance between the care team, patients, and families
- Assistance with discharge planning
- Assistance with Non-Insured Health Benefits

## Social Workers

Visits to the hospital can be a stressful and emotionally trying time. The Hospital has many Social Workers who can help to provide support, education, counselling, resources and advocacy, with a focus on building patients' ability to use new skills to problem solve.

## Traditional Practices & Spiritual Care

The Spiritual Care team provides many services for people from all faiths and those with no faith tradition.

- Resources for Multi-Faith worship
- Traditional practices such as Smudging and Pipe Ceremonies
- Referrals to local Indigenous services
- Sacred Bundles

The Multi-Faith Spiritual Centre, located on the 2nd floor, is open 24 hours a day.

Ka Na chi Hih offers a sweat lodge. For information, please call **1-888-863-1560**.

## Tele-Visitation

Tele-visitation allows patients to visit with their loved ones anywhere in the world by video. Services are provided through Ontario Telemedicine Network (OTN) and Keewaytinook Okimakanak Telemedicine Network (KOTN, serving Indigenous communities).

To access Indigenous Patient Navigators and Liaisons, Social Workers, Spiritual Care or tele-visitation, patients can talk to any member of their health care team at the Health Sciences Centre.

## Cancer Screening

Cancer screening can find cancer earlier, when it is less likely to have a spread and easier to treat. Patients may be able to get screened for breast, cervical and/or colorectal cancer while they are in Thunder Bay.

Please encourage your patients to book their cancer screening appointments. For more information, or to book an appointment, call **1-800-461-7031**.

## Smoke-Free Grounds

In order to put the health and safety of our patients first, our entire Hospital grounds are smoke-free. Please respectfully remind your patients that while they are at our Hospital, smoking is prohibited on the property and that they will be offered nicotine replacement therapy and support from their health care provider.

Enforcement under City of Thunder Bay Smoking Prohibition By-Law #052-2010

## General Contact Information

Health Sciences Centre  
Information Desk:  
**(807) 684-6000**  
**[www.tbrhsc.net](http://www.tbrhsc.net)**