



# Your visit to the hospital in Thunder Bay

Information for Indigenous patients and families



Thunder Bay Regional  
Health Sciences  
Centre

healthy  
together

En santé  
ensemble

# Information for Indigenous patients and families

You are welcome at Thunder Bay Regional Health Sciences Centre.

## About Your Appointment

Most appointments will be at the main building of the Hospital. Your doctor or specialist will give you the details of your appointment. If you have several appointments, it may be possible to book them all for the same day. Contact your doctor's office to find out, or ask the staff at your community Nursing Station.

**Please bring all identification and appointment forms with you.** If you need help finding where your appointment is at the Hospital, you can give these forms to Admitting or the Information Desk (located by the Main Entrance) and they will be happy to help you find your way.

## Share your thoughts and feelings.

Please be open and talk to your doctor and health care team about your experience so they can provide the care you need.

## Indigenous Patient Navigators and Liaisons

The Indigenous Patient Navigators and Liaisons provide assistance for Indigenous patients and 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 family members and friends at home
- 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

Ask any member of your care team to see an Indigenous Patient Navigator or Liaison while at the Hospital.



## Social Workers

Visits to the hospital can be a stressful and emotionally trying time. Social Workers help to provide treatment, support, education, counselling, and advocacy, with a focus on building your ability to use new skills to problem solve.

Ask any member of your care team to see a social worker while at the Hospital.

## 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.

The Hospital also has a Healing Garden, located in the main courtyard on Level 1 across from Paediatrics. It is open to all patients and family members. The four sacred medicines are planted there: sage, sweet grass, cedar, and tobacco.

Those interested in a Sweat Lodge can contact Ka Na Chi Hih at **(807) 626-1692** or **(807) 626-8350**.

Please speak with any member of your care team for more information or to request Spiritual Care.



## Tele-Visitation

Tele-visitation allows patients to visit with their loved ones anywhere in the world by video. Talk to any member of your care team if you would like to use Tele-visitation. Services are provided through the Ontario Telemedicine Network (OTN) and Keewaytinook Okimakanak Telemedicine Network (KOTN, serving Indigenous communities).



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## Cancer Screening

Cancer screening can find cancer earlier, when it is less likely to have a spread and easier to treat. While you are in Thunder Bay, you may be able to complete your breast, cervical and/or colorectal cancer screening.

Talk to your Nursing Station in your community about scheduling cancer screening. For more information, you can 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. During your stay at the Hospital, your health care provider will offer you nicotine replacement therapy and will talk to you about quitting smoking. It is never too late to quit smoking.

Enforceable 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)**

Thunder Bay Regional Health Sciences Centre is a leader in Patient and Family Centred Care and a research and teaching hospital proudly affiliated with Lakehead University, the Northern Ontario School of Medicine and Confederation College.

Le Centre régional des sciences de la santé de Thunder Bay, un hôpital d'enseignement et de recherche, est reconnu comme un leader dans la prestation de soins et de services aux patients et aux familles et est fier de son affiliation à l'Université Lakehead, à l'École de médecine du Nord de l'Ontario et au Collège Confederation.