

What Is A Patient Advocate?

A patient advocate is a trained professional who is there to help patients and their families 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.

**"STRIVING TO
IMPROVE
ACCESS TO
QUALITY,
TIMELY, AND
CULTURALLY
APPROPRIATE
CARE."**



**FOR MORE INFORMATION,
PLEASE CONTACT**

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**MUSHKEGOWUK
OKIMAWIWIN
MINOPIMATISIWINIK
ATOSKAWIKAMIK**



**PATIENT
ADVOCACY
SERVICES**



What Can A Patient Advocate Do?

- They can help secure and manage health care.
- They can assist clients in making treatment plan decisions.
- They can help connect clients to other relevant resources.
- They can offer medical guidance (within their scope of practice).
- They may be able to review diagnoses, treatment options, test results, medications, and medical records.
- They can speak to healthcare representatives on patient's behalf, either through phone calls or attending appointments with their patients.
- They ensure their patients/clients understand what is going on with their health.
- They may be able to assist in managing health claims and review medical bills.
- They may be able to provide guidance with matters such as living wills, advance directives, and malpractice/negligence claims.



Target Population

Patient advocacy services are provided to indigenous patients/clients within the Mushkegowuk region, including on/off First Nation reserve members.



Your Patient Rights

As a patient you have rights when it comes to your health in the health care systems.

In general, as a patient you have the right to:

- Receive safe and proper care, including services that are accessible and treatments that are provided in a timely manner.
- Give or refuse consent for any procedure, and for any reason. Also, to withdraw consent.
- Have a medical professional clearly explain health problems and treatments to you, so you can make fully informed health care choices. This also includes who specifically will be involved in your care and their qualifications.
- Participate in health care decisions.
- Ask questions and express concerns.
- Request a second opinion; within reason.
- Be assured that personal information is confidential and kept safe.
- Request to access your health information records and make corrections if necessary.
- Request the transfer of your health records to another medical professional; you may be charged a fee.
- Make complaints, raise concern, and recommend changes without fear of being interfered, discriminated or belittled.

For more information, please visit:
<https://settlement.org/ontario/health/patients-rights-and-responsibilities/rights-and-responsibilities-of-patients/what-are-my-rights-as-a-patient/>