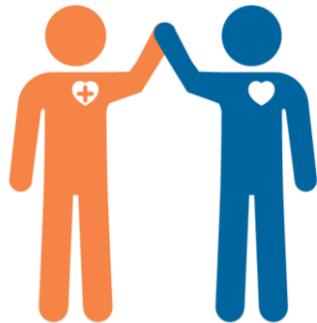


What can I expect the community health worker to do?

- Visit you in your home at regular scheduled times.
- Provide you personal care, support, and help as specified in your Home Support Plan.
- Report any concerns about your health or care to your nursing team.

How can I make this a success?

- Make sure you are home or at the clinic at the times expected for the visit.
- If you cannot make your appointment, call to cancel as soon as possible (see back of this brochure).
- Follow the guidelines we discuss with you during your first visit.



Contact Information

- To refer yourself, call our Health Service Line 1-855-412-2121
- For all other questions or comments about this service, call:

**Primary and Community Care
Chilliwack Health Unit 604-702-4800**
45470 Menholm Road
Chilliwack, BC

Office Hours: 8:30 a.m. to 4:30 p.m.
Monday to Friday
Nursing Hours: 7:00 a.m. to 10:30 p.m.
7 days a week

To cancel a visit

****We need 24 hours notice.****

Call to cancel:

- ▶ a community health worker visit
1-855-777-8338
- ▶ all other care team visits
604-702-4800

Want to share a compliment?
Unhappy with how a concern was handled?
Please contact our Patient Care Quality Office
1-877-880-8823
pcqoffice@fraserhealth.ca

www.fraserhealth.ca

This information does not replace the advice given to you by your health care provider.

Catalogue #252768 (April 2022)
To order: patienteduc.fraserhealth.ca

Primary and Community Care

Chilliwack



What you need to know



What is Primary and Community Care?

We offer a range of services in the community for people needing added support for their health. We provide our services either in your home or in one of our clinics.

We have a team of registered nurses and licensed practical nurses who work with your local primary care provider (family doctor or nurse practitioner).

Our goal is to provide the right care, in the right place, at the right time.

How does this service work?

We work with you to:

- Help you to live safely at home.
- Be as independent as possible.
- Connect with members of our rehabilitation team (such as a physiotherapist and occupational therapist), our social worker, and our community health workers.

What can I expect the nurses to do?

Your core team of nurses:

- Continually assess your care needs.
- Work with you to support your health goals.
- Provide nursing services such as wound care, drain care, catheter care, and palliative care.
- Authorize support for your personal care needs and create a Home Support Plan.
- Communicate regularly with your primary care provider to make sure your plan of care is up to date and addresses your on-going needs.
- Refer you to other services in the community as needed.
- Work with your pharmacy to make sure your medicines are as effective as they can be.



Do I have to pay for this service?

It depends.

There is no charge for nursing services.

If you need wound or drain care, we provide the supplies for the first 14 days of your care. After 14 days, we ask you to buy these supplies. We give you a list of what to buy.

If you need personal care services from a community health worker, we let you know if you have to pay a fee.

What can I expect the rehabilitation team to do?

Your physiotherapist or occupational therapist will:

- Assess how well you move around (your mobility) and how you do your every day activities.
- Work with you to create a rehabilitation plan.
- Assess your safety in your home.
- Look at the equipment you are using or need and suggest changes if needed.