

When can I expect to see the nurses?

Your nursing team usually visit you in your home between 8:30 a.m. and 4:30 p.m. (Monday to Friday). We have reduced services on evenings, weekends, and statutory holidays.

For people who need wound care:

- We provide wound care supplies for the first 14 days of your care.

After 14 days, we ask you to buy these supplies. Your nurse will give you a list of what to buy.

- If you can get to our clinic location, we will give you appointments for wound care in our Wound Care Clinic in the Chilliwack Health Unit.

Do I have to pay for this service?

It depends on whether or not a community health worker is part of your care team. Your nursing team will let you know if you have to pay a fee and how much it will be.

If you have questions about your billing, please call the number on your invoice.

Contact Information

- If you have questions about your service, contact your core nursing team directly.
- For all other questions or comments about this service, call Chilliwack Primary and Community Care.

Primary and Community Care

Chilliwack Health Unit **604-702-4800**
45470 Menholm Road
Chilliwack, BC

To cancel a visit

We need **24 hours notice** so we can use that time for someone else.

To cancel a community health worker

1-855-777-8338

To cancel 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.

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To order: patienteduc.fraserhealth.ca

Primary and Community Care

Chilliwack



Connecting individuals into a
Primary Care Network
to support their health care needs

A community-based system for health



What is Primary and Community Care?

We have a team of registered nurses and licensed practical nurses who work with your local primary care provider to deliver care to you in the community.

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

What is a primary care provider?

This is a term we use to refer to family doctors and nurse practitioners in the community who provide day-to-day medical care.

How does this service work?

We connect you to a core team of nurses who work closely with your primary care provider.

To help you to live safely at home and be as independent as possible, we might have other team members get involved in your care (such as a physiotherapist, occupational therapist, social worker).

Should you need help doing every day activities (such a bathing, dressing, or going to the toilet), your care team can also include a community health worker.

We identify one person to be your main contact for the whole team.

What can I expect the nurses to do?

Your core team of nurses:

- Assess your care needs when you first become a client and then as your care needs change.
- Provide any in-home nursing services such as wound care, support with personal care needs, palliative care.
- Identify when you need help with every day activities, then:
 - develops a Home Support Plan
 - authorizes the service the community health worker will provide
- Oversee the community health workers by connecting with them each day to talk about their visits to your home and give support and direction when needed.
- 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 (such as Adult Day Program, Respite Care, Long-Term Care).

What can I expect the community health worker to do?

You can expect your community health worker to:

- Come to your home on a planned schedule.
- Complete the tasks identified on your Home Support Plan.
- Document the tasks they do on their mobile device.
- Report any concerns about your health or care to your core nursing team.

Community health workers:

- **cannot** accept the keys to your home
- **cannot** do any banking or shopping for you
- **cannot** take you in their car
- **cannot** give you their personal telephone number
- **cannot** visit you outside of scheduled visits

How can I make this a success?

- Make sure you are at home between the times expected for the visit. If you cannot be home, call to cancel as soon as possible (see back of this brochure).
- Tell your nurses if you are especially pleased with this service or if there are any problems.