



# Indigenous Health

## PATIENT SERVICES

for Indigenous people receiving medical care in Winnipeg



### Why call WRHA Indigenous Health for patient services?

Call if you or your family member:

- speak an Indigenous language
- is being discharged
- want a patient advocate
- want ceremonies or traditional medicines
- need additional support
- are not sure if you need us - we can do an assessment to assist you

WRHA Indigenous Health - Patient Services has offices at Health Sciences Centre, St. Boniface Hospital, Seven Oaks General Hospital, Grace Hospital and Concordia Hospital. We also have a mobile team that is available throughout the Winnipeg Region.

### Indigenous Language Interpretation

Interpreter Resource Workers provide Indigenous language interpretation in Cree, Ojibway, and Oji-Cree languages to support with full or partial language barriers. Interpreters have training in medical terminology and function as members of the health-care team.

### Resource Coordination

Interpreter Resource Workers also support Indigenous patients by helping them navigate the health-care system and connect with additional support services and organizations. This work begins with an assessment that identifies gaps in care, transportation and discharge needs.

### Patient Advocacy

Our Regional Indigenous Patient Advocate works in hospital and in the community to support patients, their needs and rights. The advocate also partners with Assembly of Manitoba Chiefs Patient Advocacy Unit to make sure individuals who live outside of Winnipeg have support.

### Discharge Planning

Our Regional Discharge Planning Coordinators work as part of your health-care team to plan patient discharges. This is to make sure that everyone involved (community, government, health facilities, etc.) have a plan for you or your family member as you leave hospital. This may involve planning health care in the home community, transportation, housing and medical equipment.

### Spiritual & Cultural Care

We have Spiritual Care Providers who provide access to ceremonies and provide spiritual-cultural care for patients and families. Many of our hospital sites provide designated spaces for smudging and other ceremonies. We also recognize all faiths and can connect you with the appropriate resources at each site.

The Traditional Wellness Clinic is open to everyone and offers support using a traditional healing approach. The clinic is located at Health Sciences Centre. Appointments can be arranged by calling **204.940.8880** or toll-free **1.877.940.8880**.



Winnipeg Regional Health Authority  
Caring for Health

Office régional de la santé de Winnipeg  
À l'écoute de notre santé

All services are available by calling: **204.940.8880** or Toll-Free: **1.877.940.8880**  
Monday to Friday: **8:30 am to 11:00 pm** Saturday & Sunday: **11:00 am to 7:00 pm**