

CONFIDENTIALITY MATTERS

We understand that speaking to someone about a negative experience with health systems may feel overwhelming.

Our services are completely confidential. Any steps taken will always be done with the full support and direction of individuals accessing our services.

SERVICES WE CANNOT PROVIDE

Although we can assist with identifying an issue and providing advice on next steps, we cannot represent you as independent legal counsel.

If applicable, we may be able to offer advice and direction on retaining independent legal counsel.

CONTACT US

If you have had a negative experience with health systems and need assistance with next steps, please contact:

Patient Advocate

Legal Counsel

IRC Legal Division

Email: patientadvocate@inuvialuit.com



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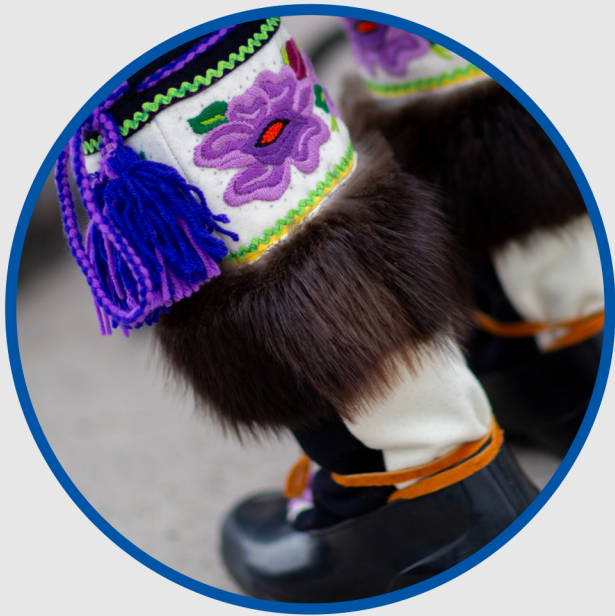
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www.inuvialuit.com

PATIENT ADVOCACY PROGRAM

Advocating for the health systems care you deserve

INUVALUIT
REGIONAL CORPORATION



ABOUT THE PATIENT ADVOCACY PROGRAM

Everyone should be treated with dignity and have access to the culturally safe health services they need.

Our Patient Advocate may be able to assist if you have faced anti-Indigenous racism, discrimination or received inadequate medical care while accessing health systems.

This may include experiences interacting with different health systems including dental, hospital care, medical travel, and NIHB and territorial benefits.

WHY ADVOCACY IS NEEDED

There is a need to address the patterns of racism and discrimination faced by Indigenous Peoples and other equity seeking groups within Canada's health care system. This need has been echoed by the Government of Canada's commitment to addressing anti-Indigenous racism in health systems as a "top priority."

The Patient Advocacy Program allows individuals to safely share their experiences, lodge complaints if necessary and be supported with appropriate next steps.

Advocacy matters because our health systems are not truly working unless they are working for everyone.



OUR SERVICES

We are here to listen

It can be difficult to know what to do and who to talk to if you have had a negative experience with health systems. Our Patient Advocate will listen to your experience and guide you on next steps, which may include:

Assisting with filing an appeal

If you have been rejected from accessing a medical service through NIHB or GNWT, you may be eligible to file an appeal.

Lodging a formal complaint

If applicable, we may recommend and be able to assist with lodging a formal complaint relating to your experience with a health system.

Further advocacy

Some situations may require further intervention to government officials for individuals or where larger patterns of discriminatory practices are identified.