



CARRIER SEKANI
FAMILY SERVICES

www.csfs.org
Creating wellness together

Your Journey with Health Care

When you are feeling unwell

Can it wait 24 hours?

→ If not then go to the emergency or call 911.

If it can, book a doctor's appointment. Appointments can be made by calling the local Medical Office Assistant (MOA) at your health Centre.

TIPS (When you are in the hospital as an "INPATIENT" or in the Emergency Department)

- Depending on the current Covid rules, you can bring a family member or friend with you. If you do not understand and are not with a support person, ask the doctor to reach out or call your support person. Or if you are not allowed a support person due to Covid rules, you can have a friend or family member on the phone with you or video chat. You have a right to know what is wrong with you and the plan for your treatment. To help, you may ask the doctor to write out your diagnosis or plan for your care.
- If you are being discharged and do not feel safe, let the doctor know. You can not be discharged until there is a plan that you feel safe following.
- If you are seeing one of the doctors or nurse practitioners at the health centres, they want to know if you were in the hospital. Be sure to let the staff at the hospital know your family doctor's name and you are seeing them at CSFS; then we will get the records and any results from your hospital stay.
- Your family doctor will not know if you have been to the hospital. When you book an appointment, tell the MOA so we can get the records.
- Make sure your contact information is up to date at the hospital and at the health centres.

QUESTIONS TO ASK WHEN YOU ARE LEAVING THE HOSPITAL OR OTHER CLINICS:

- *When or if you need to see a doctor again?*
- *Do you need to book an appointment or will they call you?*
- *Do you need any follow up testing? If so, do you need a requisition (called req), will you need an appointment, will they call you? Do you call them?*
- *Where are your medications being sent? Which pharmacy?*

- *What are the signs that you should return to the hospital for reassessment? Ask them to repeat or ask for clarification if you are unsure.*

TIPS (OUTPATIENTS, HEALTH CENTRES, OTHER CLINICS)

- Know how to contact your MOA. MOA's are there to book your appointments, send referrals and Prescriptions, and to answer any questions you may have.
- If your local MOA is away, call the Carrier Sekani family Services main office at 250-562-3591 for assistance.
- It is best to call to book an appointment in the morning, if your doctor is unavailable, another can be scheduled through telehealth. If you call too late, the appointments are often full.
- If you haven't received your prescription, the fax might have not gone through or another technical glitch. Call your local MOA to see if it has been sent. The doctors are NOT responsible for faxing off prescriptions, referrals, labs etc. If you have not received a call from the labs, imaging, etc; they could have tried reaching you, but the number you have on file is not the right number. Make sure to always update your information with the MOA.
- Always write down your appointment times or set an alarm. You can also request a reminder call.
- It is important that you do NOT miss any Specialist and Imaging appointments, as this costs a lot of money and delays others getting care. If you have missed appointments frequently, they can refuse to see you. If you can not make it to your appointment, call and cancel as soon as you know you can not make the appointment. Your MOA can help to cancel appointments.

PRESCRIPTION REFILLS

- The doctors only give a small amount of medications to patients. This is because they have to check in on the patient on how they're doing, how the medication is working, etc.
- Know when you have to come back to the clinic for a follow up appointment.
- It is important you book an appointment with the doctor, as MOA's can not send a refill without a prescription.
- Be sure to make an appointment before you run out of your prescription, so you don't disrupt your scheduled doses. Pharmacy's usually only dispense one month of your prescription at a time.
- Keep an eye on your refills, it should show on the bottle how many refills you have.

BLOODWORK

- Doctors usually only call back if there is something abnormal with bloodwork. If you would like to discuss results with your doctor, book a follow up appointment 2 weeks after your blood was drawn.
- Since the pandemic, there is no longer drop in blood work at many places except for life labs. Be sure to talk with your doctor to see if the labs will call you, or you would have to call the labs.

- To book a lab visit online use the following link: <https://www.lifelabs.com/tag/british-columbia/?myProvince=bc> . then Click **Book a lab visit**

COVID 19 TESTING

- If you don't want to book an appointment with your doctor to be assessed, but would like to get COVID-19 testing done you can call 1-844-645-7811 or make an appointment online at <https://bc.thrive.health/covid19/en> .

Still not feeling well after you have been seen by a care provider (either at one of our clinics, in the hospital or at the emergency department)?

- If you're still not feeling well, make another appointment to be reassessed. Don't disregard how you feel. If you are still not feeling well, keep going back for another appointment.
 - Sometimes the doctors or nurse practitioners will need to send you for more lab tests, your lab tests came back abnormal, or your condition may have changed.
 - Maybe there needs to be adjustments to the original diagnosis or treatment plan.
 - Maybe the doctors did not notice something before, or a mistake was made.