

To Whom It May Concern

**Office of Client Experience General Information and Posters:**

Hello,

As you may be aware Health and Social Services recently launched a new Office of Client Experience in January 2023. The Office is available to all residents and guests accessing care and services in the NWT, including through the Hay River Health and Social Services Authority, and the Tłı̨chǫ Community Services Agency. The Office offers a single point of contact – by email or toll-free number – for clients seeking support in accessing and navigating the health and social services system or wanting to share their experiences.

To initiate a request for services individuals can call the office toll free at 1-855-846-9601 or email [HSS\\_ClientExperience@gov.nt.ca](mailto:HSS_ClientExperience@gov.nt.ca).

The Office includes four new Indigenous Patient Advocate positions. The Advocates are in place to support Indigenous residents and guests in the NWT's Acute Care Facilities and in the regions. Services offered by the Office of Client Experience include:

- Health advocacy to ensure Indigenous people receive equitable care and service.
- Support that is responsive to the needs of the patient/client by acting as an internal resource for access and understanding of the System Navigation.
- Ensuring patients receive culturally safe and equitable care to help manage the impact of illness and hospitalization.
- Increased access to cultural, spiritual, and emotional support.
- Help making connections with family members, elders, and community organizations.
- Increased access to language supports.
- Support and solutions as needed for Indigenous residents and their families when accessing the health and social services system.

Recently, the office has printed our general Office of Client Experience posters and our Indigenous Patient Advocate posters in the NWT's official languages.

We are sending you posters in languages spoken in your region. Should you require additional posters or those in other languages please let us know.

Our office is also happy to do presentations on our new program and if this is of interest to you or anyone you know please do not hesitate to contact us.

We can again be reached at [HSS\\_Clientexperinece@gov.nt.ca](mailto:HSS_Clientexperinece@gov.nt.ca).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Fraser Lennie', is positioned above the printed name.

Fraser Lennie  
Director  
Quality, Risk and Client Experience Division

**The Office of Client Experience** provides healthcare support to all residents and guests of the Northwest Territories.

This includes residents and guests accessing care and services at:

- Department of Health and Social Services
- Northwest Territories Health and Social Services Authority
- Hay River Health and Social Services Authority
- Thicho Community Services Agency.

### **Indigenous Patient Advocates are located at:**

- Inuvik Regional Hospital
- Stanton Territorial Hospital
- Fort Smith Health Centre
- Hay River Health Centre



### **For more information:**

**Call Toll-Free:**

1-855-846-9601

**Email:**

HSS\_clientexperience@gov  
.nt.ca

**Open: 9:00 am-4:00 pm**

**Monday-Friday**

Closed weekends and  
statutory holidays

**Do you have a question,  
compliment, or complaint?**



### **The Office of Client Experience and Indigenous Patient Advocate Program**



## Services offered:

- Health System Navigation for residents and their families;
- Support that is responsive to the needs of the patient;
- Health advocacy to ensure Indigenous people receive equitable care and service;
- Support and guide patients to receive culturally safe and equitable care to help deal with the impact of illness and hospitalization;
- Increased access to cultural, spiritual and emotional support;
- Increased access to language supports;
- Help clients make connections with family members, elders and community organizations.



## You might contact us if you want to:

- **Make a Complaint:** Tell us if the care you received did not meet your expectations.
- **Share a Compliment:** Let us know if you had a positive experience. We can pass on your positive feedback to the people and teams that made a difference in your care.
- **Receive System Navigation:** Let us assist you in accessing the Healthcare services you need.

## Indigenous Patient Advocates

- Indigenous Patient Advocates support Indigenous residents and guests when accessing health programs and services.
- The Advocates provide a culturally safe environment when working with clients and families to ensure their voices are heard, and their concerns are addressed.
- Advocates meet with the client to provide a service that is culturally safe.
- Advocates empower clients in their interactions with the health and social service care teams.





# Are you an Indigenous resident or guest who needs support when accessing health and social services in the Northwest Territories?

**If yes, contact our new Indigenous Patient Advocates:**



**Stanton Territorial Hospital  
Indigenous Patient Advocate**

**(867) 767-9300  
Ext: 40090**

**Inuvik Regional Hospital  
Indigenous Patient Advocate**

**(867) 678-8087  
Ext: 55530**

**Fort Smith Health Centre  
Indigenous Patient Advocate**

**(867) 872-6209**

**Hay River Health Centre  
Indigenous Patient Advocate**

**(867) 875-7937**

**The Indigenous Patient Advocates can assist by providing system navigation, patient and client advocacy, access to language and cultural supports, and to address patient or client concerns.**

Indigenous residents from all regions in the NWT can request support from an Indigenous Patient Advocate, support will be dependent on availability. If you need support contact your regional Indigenous Patient Advocates directly or contact **The Office of Client Experience by phone at 1-855-846-9601 or email [HSS\\_Clientexperience@gov.nt.ca](mailto:HSS_Clientexperience@gov.nt.ca)**

**Hours of operation:**  
**Monday to Friday**  
**9:00 AM - 4:00 PM**

**Closed on weekends  
and statutory holidays.**





# Vous êtes un résident ou un visiteur autochtone qui a besoin de soutien pour accéder aux services sociaux et de santé des Territoires du Nord-Ouest?

Si c’est le cas, communiquez avec nos défenseurs des intérêts des patients autochtones nouvellement en poste :



Défenseur des intérêts des patients autochtones de l’hôpital territorial Stanton	867-767-9300, poste 40090
Défenseur des intérêts des patients autochtones de l’hôpital régional d’Inuvik	867-678-8087, poste 55530
Défenseur des intérêts des patients autochtones du centre de santé de Fort Smith	867-872-6209
Défenseur des intérêts des patients autochtones du centre de santé de Hay River	867-875-7937

Les défenseurs des intérêts des patients autochtones peuvent aider ces patients et clients à naviguer dans le système, à défendre leurs intérêts, à accéder à des soutiens linguistiques et culturels et à soulager leurs inquiétudes.

Les résidents autochtones de toutes les régions ténoises peuvent demander l’aide d’un défenseur des intérêts des patients autochtones, en fonction des disponibilités. Si vous avez besoin de soutien, communiquez directement avec les défenseurs des intérêts des patients autochtones de votre région ou avec le Bureau de l’expérience client par téléphone au 1-855-846-9601 ou par courriel au [HSS\\_Clientexperience@gov.nt.ca](mailto:HSS_Clientexperience@gov.nt.ca)

Heures d’ouverture :  
Du lundi au vendredi,  
de 9 h à 16 h

Fermé les fins de semaine  
et les jours fériés.

