

Protecting Your Privacy

When you receive care, treatment or services through the community paramedicine program, we will collect personal information directly from you as authorized under section 26(c) and 26 (e) of the *Freedom of Information and Protection of Privacy Act* ("FIPPA"). We collect, use and share your personal information for these purposes:

- ✓ to provide care and support
- ✓ to help plan, maintain and improve care and services
- ✓ to assure quality of care
- ✓ for education and training
- ✓ to do research with consent or as permitted by law
- ✓ to help measure and fund healthcare
- ✓ to confirm your identity (e.g. Ministry of Health Services)
- ✓ as required by law (e.g. court order or for some reportable conditions) and as authorized by FIPPA

To request your Community Care records, go to www.bcehs.ca and click on **Health Info**.

If you have any questions regarding the collection of your information you may direct those inquiries to:

BCEHS Community Paramedicine

Chief Transformation Officer
BC Emergency Health Services
PO BOX 9600 Stn Prov Govt
Victoria, BC V8W 9P1
Phone: **604-660-2172**
Email: CommunityParamedicine@bcehs.ca

The Community Paramedicine Initiative

BC Emergency Health Services (BCEHS) is working with the Ministry of Health, regional Health Authorities, the Ambulance Paramedics of British Columbia (Local 873), the First Nations Health Authority, and others to plan and implement the Community Paramedicine Initiative.



Program objectives:

1. Contribute to the stabilization of paramedic staffing in rural and remote communities
2. Help bridge health service delivery gaps in the community, identified in collaboration with local primary care teams

Compliments & Complaints

BCEHS invites you to give us your feedback through the Patient Care Quality Office (PCQO). You can help us improve our services by providing your feedback.

If you have a compliment, please speak with the person who provided the service, his/her supervisor, or PCQO directly. We will be pleased to pass your comments along.

Patient Care Quality Office

Phone: **1-855-660-2757**
Email: pcqo@bcehs.ca
Website: www.bcehs.ca/contact

For more information:

Visit www.bcehs.ca and click on **Our Services**
Email: CommunityParamedicine@bcehs.ca

Community Paramedicine

Bringing care to your home



Community Paramedicine

British Columbia is improving access to health care in rural and remote communities by expanding the role of qualified paramedics.

Community paramedics in BC hold a minimum of a Primary Care Paramedic license with an IV Endorsement, and have been oriented to use their skills in non-urgent settings. They provide primary care services within their scope of practice and in partnership with local health care providers.

Patients eligible for community paramedicine are primarily older adults living with chronic conditions including heart failure, chronic obstructive pulmonary disease, and diabetes, or who are at risk of falls.

With an aging population in many rural and remote communities, there are more people having difficulty coping with activities of daily living because of health-related problems or a life-threatening illness.

Rural Health Services in BC: A Policy Framework to Provide a System of Quality Care, BC Ministry of Health, 2015

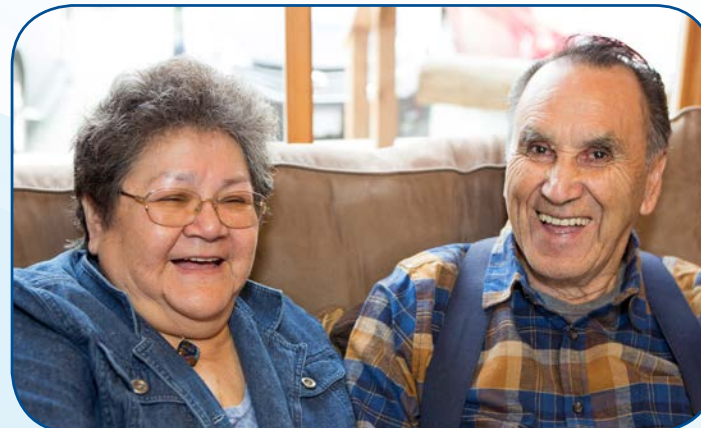
Services Provided

You have been referred to the community paramedicine program by your family doctor or other health care professional. Your community paramedic will provide services as outlined in your care plan and as requested by the referring professional.

These services may include (but are not limited to) checking blood pressure, assisting with diabetic care, helping to identify fall hazards in your home, medication self-management assessment, post-injury or illness evaluation, and assisting with respiratory conditions.

Your community paramedic may not diagnose a medical condition, prescribe medications, or develop a treatment plan.

If you feel you or a family member would benefit from the services of a community paramedic, please consult with your physician, community health nurse, or nurse practitioner about a referral.



My Community Paramedic:

- ✓ Comes to my home for regularly scheduled visits
- ✓ Helps me to stay connected with my family doctor or nurse practitioner
- ✓ Supports me in managing my health so I can continue to live at home safely
- ✓ Checks in with me about my medications
- ✓ Looks for fall hazards in my home, and suggests ways of correcting them
- ✓ Refers me to the right health care resource when I need additional help
- ✓ Listens to me when I have concerns about my health, and works to get me the assistance I need