

NLX Patients Receiving Care

Nlaka'pamux Health Services Society



Patients receiving care from Nlaka'pamux Health Services Society

have general patient rights applicable throughout Canada and British Columbia's health system, as well as specific rights and expectations related to culturally safe and appropriate care through the First Nations Health Authority (FNHA) and Interior Health (IH) partnerships.



General Patient Rights in BC

- The right to be treated with dignity and respect, free from discrimination based on factors such as race, ancestry, or disability.
- The right to privacy and confidentiality of health information.
- The right to be involved in decisions about your own health care.
- The right to consent to or refuse medical treatments.
- The right to access your own health records.
- The right to receive clear and complete information regarding diagnoses, treatment options, and associated risks.

Nlaka'pamux-Specific Rights and Services

NHSS aims to provide culturally appropriate, trauma-informed, and Indigenous-focused services to Nlaka'pamux Nation members across the Ashcroft, Coldwater, Cooks Ferry, Kanaka Bar, Lower Nicola, Lytton, Nicomen, Nooaitch, Oregon Jack Creek, Shackan, Siska, and Skuppah bands.

Key rights and services specific to Nlaka'pamux members accessing care include:

- The right to culturally appropriate and safe health services, integrating First Nations cultural and spiritual practices.
- Access to Indigenous Patient Navigators (IPNs) within Interior Health facilities to help advocate for patients, provide support, and ensure a safe and less confusing health care journey.
- The right to raise concerns without fear of retribution or negative impact on future care. Concerns can be shared through the Patient Care Quality Office or by connecting with the Indigenous Health team at Fraser Health (which shares some service areas with the Nlaka'pamux Nation) or Interior Health.
- Access to Indigenous-focused mental health and substance use support services, including crisis lines and community-based programs that address intergenerational trauma.

Contact Us

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Visit Our Website
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