

## How can I apply to be a patient advisor?

- Visit the ESC LHIN Home and Community Care website at [www.healthcareathome.ca/eriestclair](http://www.healthcareathome.ca/eriestclair) or contact Kelley Robertson, Director, PFCC & Chief of Professional Practice at [kelley.robertson@lhins.on.ca](mailto:kelley.robertson@lhins.on.ca) or 1-888-447-4468 ext. 7247
- Complete and submit an application to Kelley Robertson
- The ESC LHIN will contact you to let you know if you were successful

**Please note: If your application is successful, you will be required to complete a police criminal check and sign a confidentiality agreement.**



### Our locations:

#### Chatham Clinic

462 Riverview Dr.  
Chatham, ON N7M 0N2

#### Chatham: Corporate Office

180 Riverview Dr.  
Chatham, ON N7M 5Z8

#### Chatham Office

712 Richmond St. PO Box 306  
Chatham, ON N7M 5J5

#### Sarnia Office and Clinic

1150 Pontiac Dr.  
Sarnia, ON N7S 3A7

#### Windsor Office and Clinic

5415 Tecumseh Rd. E.  
Windsor, ON N8T 1C5

### By telephone or TTY:

**1-888-447-4468**

**TTY: 519-258-8092** (for the hearing and speech impaired)

**Email: [information.referral@lhins.on.ca](mailto:information.referral@lhins.on.ca)**

### Visit our websites at:

[healthcareathome.ca/eriestclair](http://healthcareathome.ca/eriestclair)

[eriestclairhin.on.ca](http://eriestclairhin.on.ca)

**For health and community services, visit:**

[eriestclairhealthline.ca](http://eriestclairhealthline.ca)

Erie St. Clair **LHIN**

## Patient Advisors

Home and Community Care





## What is a patient advisor?

Patient advisors are the “voice” of patients and their families and caregivers who receive care at the Erie St. Clair Local Health Integration Network (ESC LHIN).

Patient advisors partner with our staff and health care providers to improve the quality of home and community care.

## A patient advisor is someone who:

- Volunteers their time (typically one to four hours per month)
- Gives advice to the ESC LHIN based on their experience as a patient, family member, and/or caregiver
- Works with staff to improve the patient experience
- Works with staff for either short-or long-term commitments, depending on the project

## How do patient advisors help?

Patient advisors help the ESC LHIN ensure that we are providing patient-and family-centred care by:

- **Sharing their story.** Patient advisors help by talking about their own health care experiences with health service providers, ESC LHIN staff, and other patients
- **Participating in committee work.** Patient advisors bring their unique perspectives to committee tables at the ESC LHIN
- **Creating and reviewing informational materials for patients.** Patient advisors help review and/or create materials such as health information handouts, forms, discharge instructions, and website pages. Patient advisors help us make these materials meaningful and easy to understand
- **Working on short-term projects.** The ESC LHIN asks patient advisors to help us in making improvements to our organization for the benefit of our patients and their family members



## Should I apply to be a patient advisor?

Being a patient advisor may be a good match for your skills and experience if you can:

- Work with staff to help improve community care for others
- Talk about your experiences as a patient or family member, but also think beyond that experience
- Work with people who share different values, beliefs, and wishes from you
- Listen to and think about what others say, even when you disagree
- Bring a positive attitude to discussions
- Keep any information that you may hear as an advisor private and confidential

## Who can be a patient advisor?

You can be a patient advisor if you, a family member, or a friend received care from the ESC LHIN, formerly known as the ESC Community Care Access Centre, within the past five years. No clinical skills are required.

You do not need any special qualifications to be an advisor. Your experience as a patient, family member, and/or caregiver of a patient is the most important qualification. We will provide you with any other training you may need.