

ASSISTANCE WITH NON-INSURED HEALTH BENEFITS (NIHB)

- Provide education, guidance and support for accessing benefits
 - Prepare all forms and documents
 - Help with appeal's process and procedures



STONEY HEALTH SERVICES

First Nation Client Liaison

**Melinda Hubbard
Licensed Practical Nurse**

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9:00 am - 4:00 pm

Monday - Friday

PO Box 8

Morley, AB

T0L 1N0



**Supporting your
healthcare journey**

SUPPORTING YOUR HEALTHCARE JOURNEY

Navigating the healthcare system can often be challenging and stressful. Particularly, when you or a loved one has specific health needs or you have concerns about receiving the quality, and culturally safe and respectful care that you deserve.

Our First Nation Client Liaison works with you and your family to assess and access the care that you need for your personal healing journey, all while coordinating with Stoney Health Services and other healthcare providers in and out of the community.

- Access the information that you need
- Help you make informed health and social services decisions
- Access healthcare and social services that you require
- Help you receive coordinated, consistent and ongoing care based on your unique needs

HOW WE CAN SUPPORT YOUR HEALTHCARE JOURNEY

Assess your needs to ensure that the care you receive is provided by the appropriate healthcare professional

Plan, coordinate and monitor community-based care

- Identify gaps in service
- Facilitate referrals to promote access to appropriate health, social, civic and traditional supports and services
- Help avoid readmissions
- Help facilitate attendance at appointments, including with diagnostic and allied health providers
- Arrange relief for caregivers
- Coordinate discharge planning from hospitals, other facilities and services to ensure a safe and secure transition back into the community and your home.



Be your advocate with federal, provincial and other healthcare organizations

Assist in obtaining all forms of identification (status cards, birth certificates, healthcare cards)

Coordinate access to different care options in and out of your home and the community