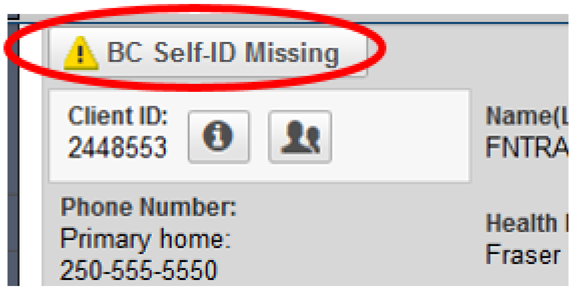
Completing Indigenous Information



Note: When completing/updating Indigenous Information for a client, ensure that the client's Personal Information (Health Region, Phone Numbers, Addresses) are up-to-date as well. For detailed instructions, please refer to the **Panorama Guide: Core Data Entry** guide for details.

Alerts:

A **BC SELF-ID MISSING** alert will appear on the top left hand corner of the client banner if the client's Indigenous Information page is not completed The alert will disappear once completed.

Q: Why is completing the Indigenous Information section so important?

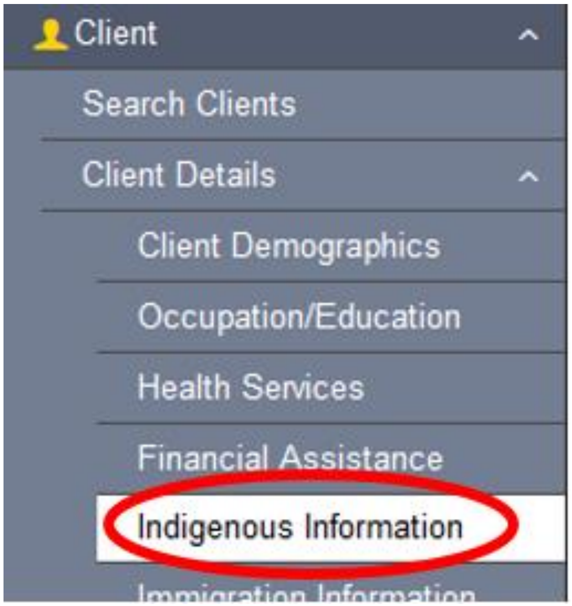
A: It is the provincial standard to collect Indigenous information in order to facilitate health program planning and reporting for and by Indigenous Health Organizations.

The first and second questions "Do you wish to self-identify as an Indigenous person" and "Indigenous Identity" is asked and indicated on the clients Panorama public health record. This will allow appropriate public health agencies to do health-specific reporting at a Provincial Indigenous population level. The clients name is not included in population-level reports.

Inputting the "Indigenous Organization" question gives the First Nation Health Service Organization (FNHSO) a level of governance over your client's health data. Once the client is selected under your community (Community Name (I)), that client will be captured under your community level reporting (Client list, reminder recall reports, immunization reports etc.).

As long as your client receives his/her public health services from your First Nation Health Centre for the majority of their visits, you should input the Indigenous Organization for your reporting needs. Do this for all of your clients. It is important to remember that the client does not need to be a member of your Nation, only that they receive their services from your health centre.

***Please note that with the new release of Panorama 3.2 the old terminology Aboriginal has changed to Indigenous and this reflects the (I) change in community name to (I)**

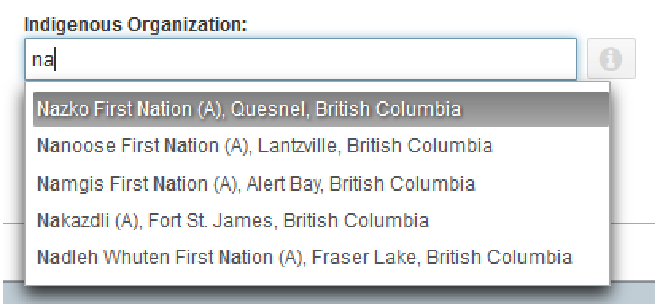


With client in context in the **Immunization**, **Family Health**, or **Investigations** Module:

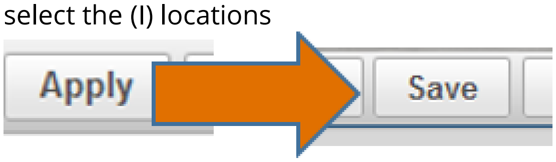
LHN > Client/Subject > Client Details > **Indigenous Information**

In the *Indigenous Information* section, complete the questions asked:

1. ***Do you wish to self-identify as an Indigenous person?***
   a. *Asked and not provided*
   b. *No*
   c. *Not asked*
   d. *Yes*
2. ***Indigenous Identity***
   a. *Asked, but unknown*
   b. *Asked, not provided*
   c. *First Nations*
   d. *First Nations and Inuit*
   e. *First Nations and Metis*
   f. *Inuit*
   g. *Inuit and Metis*
   h. *Metis*
3. ***First Nation Status***
   a. *Asked, but unknown*
   b. *Asked, not provided*
   c. *Non-status Indian*
   d. *Not asked*
   e. *Status Indian*

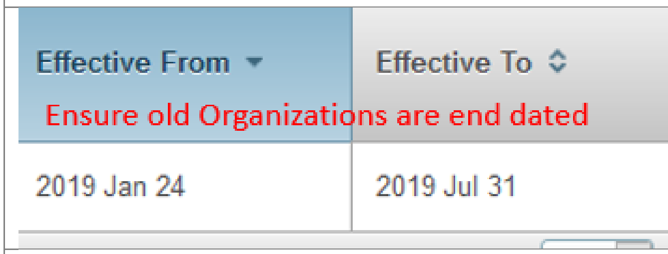


*The *Indigenous Information* page in Panorama is the <u>only page</u> where you should be selecting Indigenous Organizations (AOrgs) with an **(I)** at the end of the name. All other pages within Panorama, DO NOT select the (I) locations

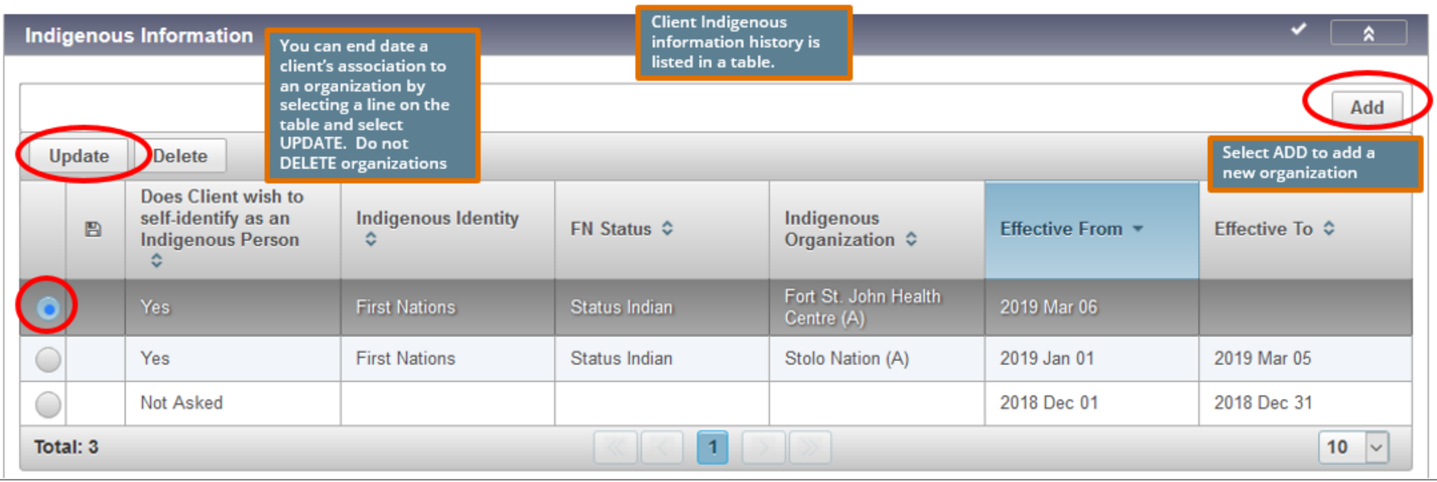


Indigenous Organization
This identifies the client as receiving their primary public health services from your FNHSO. It is important that all your clients have this area completed whether or not they self-identify as Indigenous.

<u>Adding Indigenous Information</u>:
1. Search and add your Indigenous Organization:
   a. Use the type-ahead function in the Indigenous Organization field by typing the first 3 letters of your organization SLOWLY (ie. Your First Nations Health Services Organization - FNHSO).
   b. This will populate a list of Organizations
   c. Select your lowest level Indigenous Organization (community you want the client to be associated to) from the drop-down list.
2. Select **APPLY** (top right corner of modal)
3. **SAVE** (top right corner of page) your work before navigating away from this page

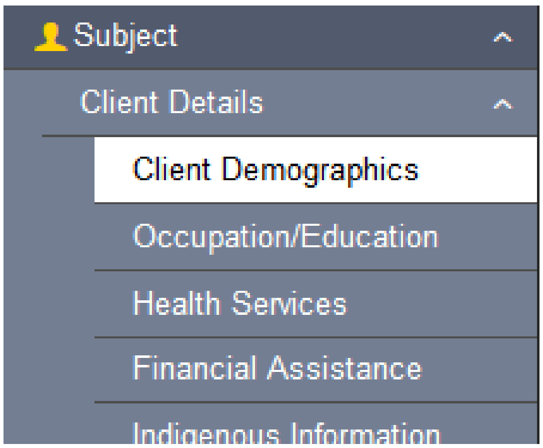


<u>End Dating Indigenous Information</u>
When adding a new Indigenous Organization for a client, make sure you end date any previous entries (DO NOT DELETE OLD ENTRIES).
End-date old Indigenous Organizations on the table using the instructions in the **Panorama Core Guide**



Q. What happens when a client moves away from my community?

A: When a client moves away and no longer receives services from your Health Centre/Nursing Station, you will need to update the client's Personal Information and Indigenous information. This will ensure that your community reporting will accurately reflect people living in your community and who currently receives services from your Indigenous organization.



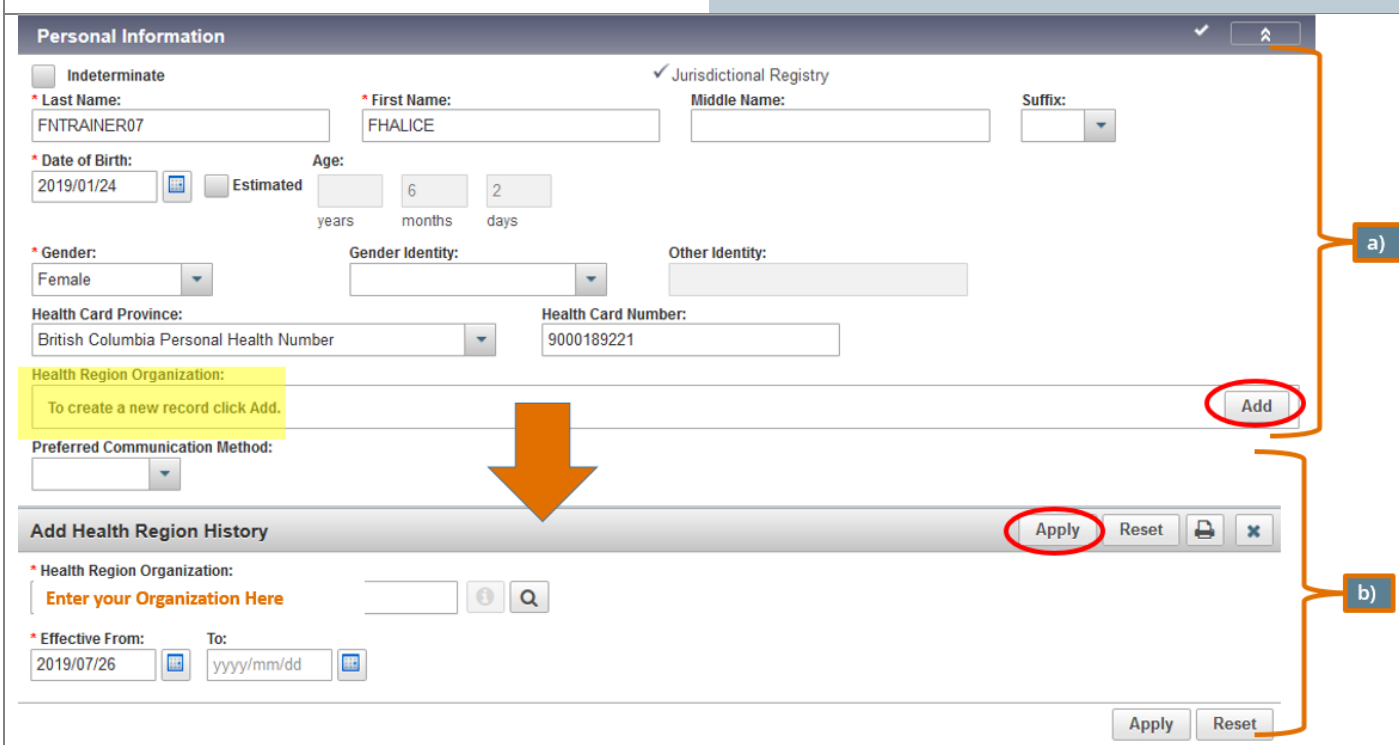
1. Update Client Demographics

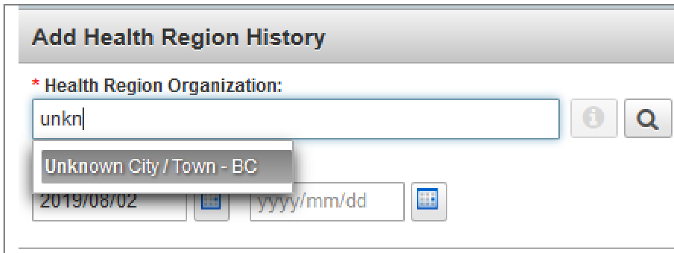
With your client in context, go to the *Client Demographics* section:

LHN>Client/Subject>Client Details>**Client Demographics**

a. Select the **ADD** button and a modal will appear. Search for the client's Health Region Organization. The ***Effective From:*** date will populate to today's date (this can be backdated if needed).
b. Select **APPLY** to add your information to the table. **SAVE** your work

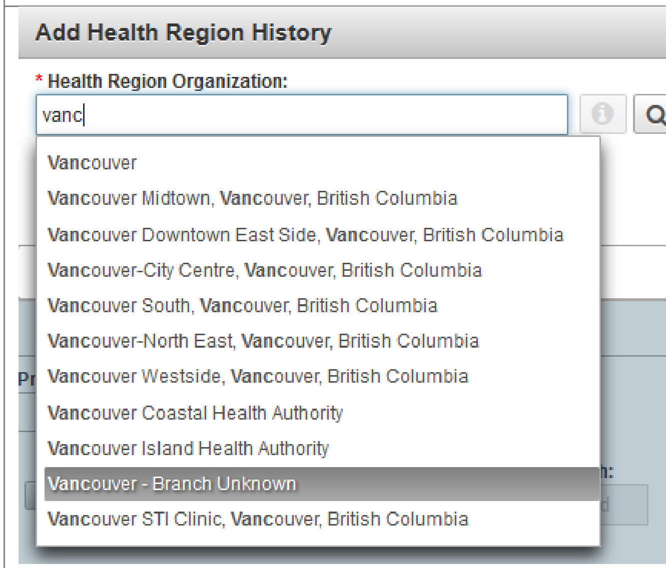
The client Health Region Organization will be the closest Regional Health Authority branch for their location of residence (ie. The associated Public Health Unit for their Health Centre/Nursing Station)



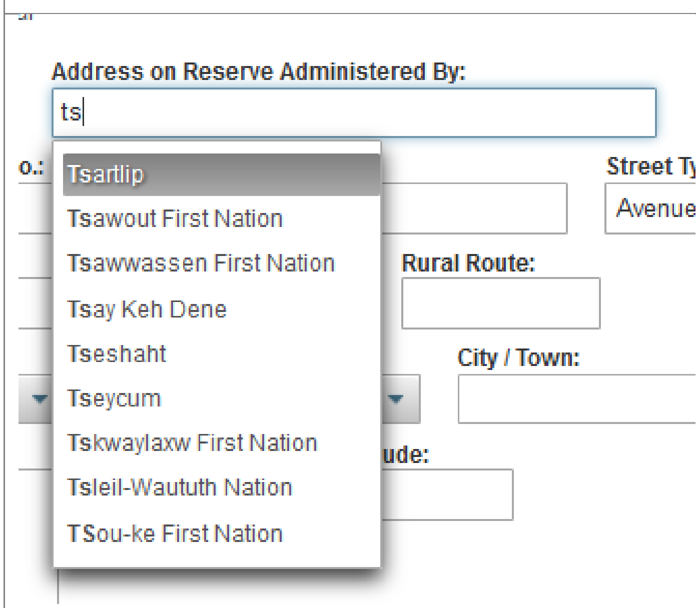


*If you are unsure where the client has moved to, complete this section using: ***Unknown city/town - BC .***

You can use the Branch Locator Tool to find the branch associated with the client's new home town http://maps.bccdc.org/BranchLocator/map.html

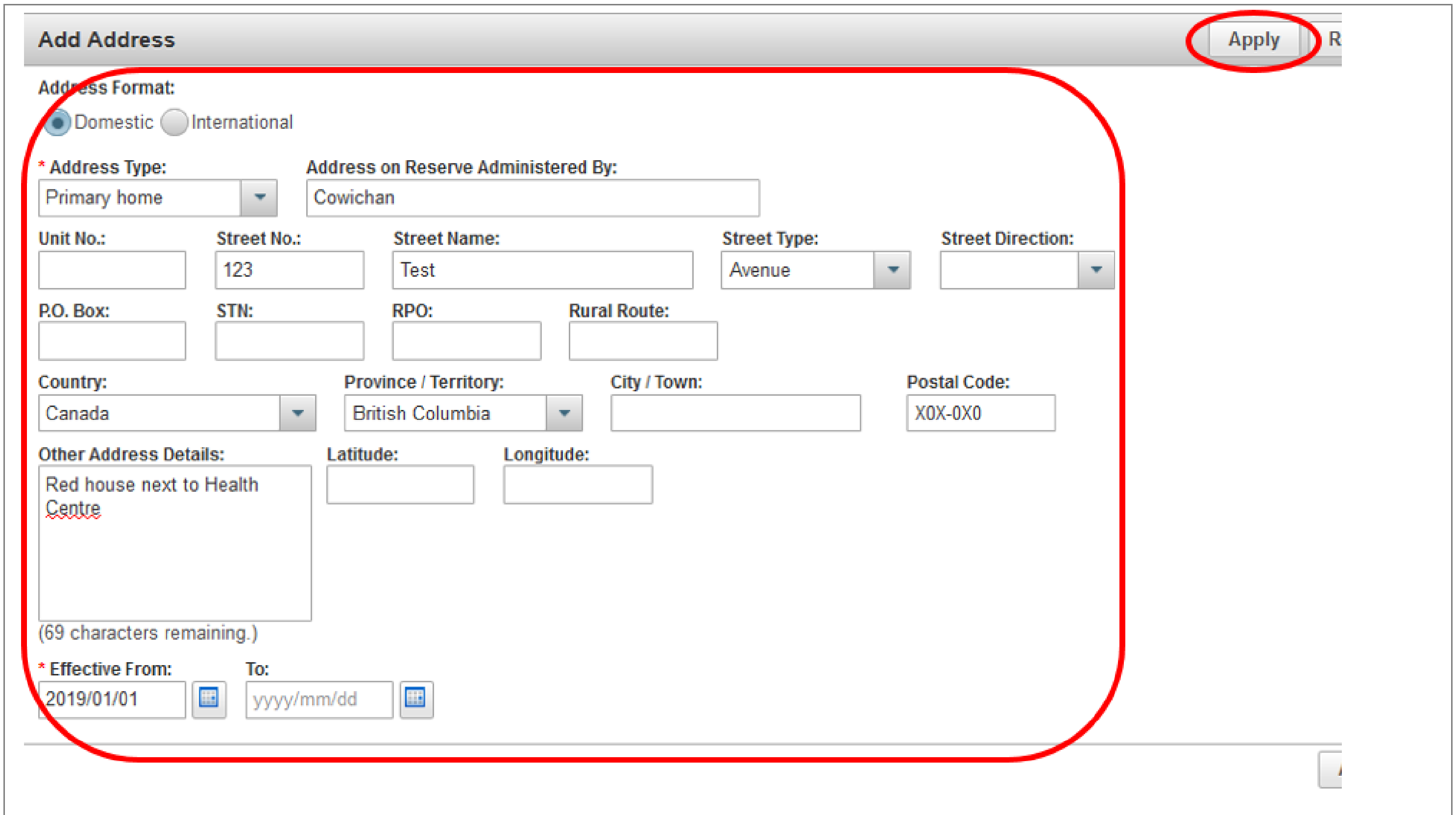


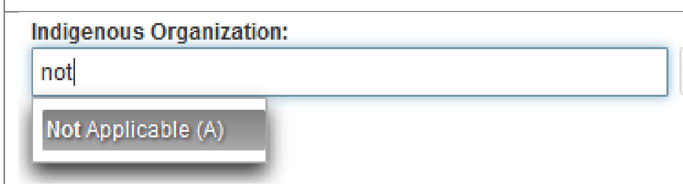
*If you know the city/town, but are unsure of the branch, use ***[city/town – unknown branch]***



2. Update Client Address

UPDATE and end-date old addresses on the table using the instructions from the **Core Guide**. If the client's address is on reserve, complete the *Address Located On Reserve Administered By:* section (Type-Ahead).
Enter in all required fields (*Address Type, Street Name/PO Box, Province, City/Town, Postal Code, Effective From* date)
SAVE your changes



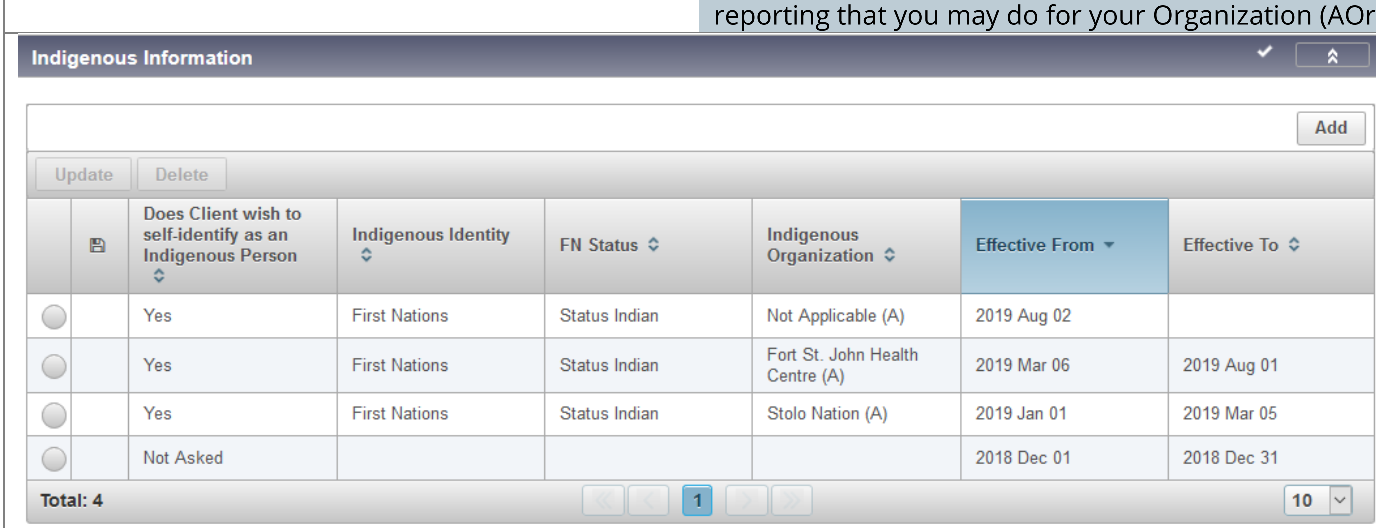


3. Update Clients Indigenous Information

Update Indigenous information using the instructions at the beginning of this document.

OR:

If you are unsure of the client's new Indigenous organization, or if the client will be receiving their services from a Public Health Unit/Non-Indigenous organization, complete this section using: ***Not Applicable (I), British Columbia***. This will end date your client as being a part of your Organization and will remove them from any future reporting that you may do for your Organization (AOrg).



		Does Client wish to self-identify as an Indigenous Person	Indigenous Identity	FN Status	Indigenous Organization	Effective From	Effective To
		Yes	First Nations	Status Indian	Not Applicable (A)	2019 Aug 02	
		Yes	First Nations	Status Indian	Fort St. John Health Centre (A)	2019 Mar 06	2019 Aug 01
		Yes	First Nations	Status Indian	Stolo Nation (A)	2019 Jan 01	2019 Mar 05
		Not Asked				2018 Dec 01	2018 Dec 31

Commonly asked Questions when Assigning a Client to an Indigenous Organization

Q. What does it mean when I am assigning clients to an Aboriginal Organization?	**A.** When you are updating the client's Indigenous Information Page and assigning them to an Indigenous Organization it means: 1. That this client gets a majority of her/his public health services from the selected organization 2. You want this client to be included in any Panorama reports related to this Organization
Q. What about clients who are not First Nations or don't live on Reserve?	**A.** You can still associate them to your FNHSO. You take on data governance responsibilities for these clients and they will show up on your reports as belonging to your organization. The key question is: Is this my client?
Q. How does that work for Immunization coverage reports?	**A.** Immunization coverage reports looks at First Nations clients living on reserve as one group and all others as another group. The total report of your clients' immunization status will be present on the report, broken into these two groups.
Q. What about FNHSOs that cover many different bands?	**A.** Each of the bands will have its own organization under the main umbrella organization. For example, KDC, Seabird, Sto:lo, and NTC, and other collectives will have more than one choice of where to associate their clients. These sub-organizations are called "Branch AOrgs". Always associate your clients at the branch AOrg level. This allows you to report at this level as well. Eg. Instead of assigning your client to Seabird Health, you will assign your client to Scowlitz Nation You should associate the client to the organization associated with where the client lives and receives services, not necessarily the band that the client is a member of. For example, if a member of OKIB lives and gets service on Westbank FN lands, then the client "belongs" to Westbank FN despite retaining membership with OKIB. If they move back to OKIB lands and start getting service from OKIB, then the client will "belong" to OKIB and the Aboriginal Organization association needs to be changed in Panorama.
Q. What if a client travels from another area to get services from us?	**A.** If a client lives somewhere else in BC or Canada but ALWAYS comes to you for service, this is your client. They

	will not be counted as on-reserve because they live elsewhere, but they will be included in your reports.
Q. What if I am unsure about where to associate a client?	**A.** Ask yourself these questions: • Where does the client live? • Where does the client get a majority of their health services? If you can't decide based on this information, please contact your Panorama support team and we will help you! Panorama@fnha.ca