



Patient Pathways

EMPOWERED PATIENTS. EMPOWERED CARE.

Healthcare Navigation, Advocacy & Education

Website: PatientPathways.ca | Email: info@patientpathways.ca

Empowering Your Healthcare Journey

When facing serious illness, advanced aging, or end-of-life decisions, navigating our complex, fragmented, and under-strained healthcare system can feel completely overwhelming. That is where **Patient Pathways** stands out. As a premier independent healthcare navigation and advocacy business, we provide protective oversight, compassionate guidance, and expert bedside advocacy for patients and their care partners. We ensure your voice is heard, your rights are protected, and your choices are honoured.

— *Connie Jorsvik, Founder & Healthcare Navigator*

About Patient Pathways

Established in 2010, Patient Pathways is proud to be among Canada's very first independent patient advocacy and healthcare navigation providers. We serve adult patients of all ages and families facing serious, complex physical illnesses, major injuries, age-related frailty, and those approaching the end of life.

The modern healthcare system is fragmented, deeply strained, and overwhelmingly complex. As professional Patient Advocates, we walk directly by your side as guides, protectors, and case managers. We step in to handle the moving clinical pieces, translate medical jargon, and provide vigilant bedside oversight. We are the voices for the voiceless, ensuring that you and your loved ones never slip through the cracks.

Learn more about our team and the geographical areas we serve:

<https://patientpathways.ca/about>

Let's Get It Done, Together. *Email us: Info@PatientPathways.ca.*

This handout is your curated guide to our extensive library of free educational articles available at [PatientPathways.ca](https://patientpathways.ca).

CHAPTER 1: Navigating the System & Empowered Communication

<https://patientpathways.ca/navigating-the-bc-healthcare-system-1>

True healthcare empowerment begins with clear, assertive communication. This chapter provides practical tools to help you become a vigilant cheerleader for your own care, ensuring critical medical details never slip through the cracks.

- **Care in the Community: Doctors and Specialists**
- **Care in Hospital and Discharge Planning**
- **Who's Who in the Hospital Zoo**
- **Understanding Home Care: Private and Public**
- **Understanding Long Term Care: Private and Public**
- **Understanding Palliative Care and Hospice: In the Community & In-Facility**
- **Understanding the BC Cancer Agency & Programs**

CHAPTER 2: Health Care & Advance Care Planning (ACP)

<https://patientpathways.ca/advance-health-care-planning>

Advance Care Planning is a profound gift of peace of mind for yourself and those you love. This chapter guides you through the essential conversations and documentation required to secure your future care.

- **What to Do With Your Completed Advance Care Planning Documents**
- **Who Will Speak for You? Understanding Substitute Decision Makers**
- **Who Will Speak for You? Representation Agreements**
- **ACP with Cognitive Decline and Dementia**
- **Understand Advance Directives, Living Wills, & Letters of Wishes**

CHAPTER 3: Empowered Patient & Care Partner Communication

<https://patientpathways.ca/patient-care-partner-communication>

An empowered patient is informed and supported. Women particularly need to plan ahead for serious illness. Effective communication is harder when you're sick. Here, you will find tools to be more effective and assertive in asking for the care you need and deserve.

- **Communication: The Power of the Notebook**
- **Communication: Plan for all health appointments**
- **When You Hit Communication Walls**
- **Miscommunication and Missed Communication**
- **How to Make a Complaint in BC**

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CHAPTER 4: Understanding Resuscitation & Levels of Care

<https://patientpathways.ca/understanding-resuscitation-levels-of-care>

Many people state, "I don't want heroics," without truly understanding what those medical interventions entail. This chapter helps you make informed choices about life support long before an emergency strikes.

- **Understand Resuscitation & No Cardiopulmonary Resuscitation (No CPR)**
- **Understand Terms Used in Resuscitation and End of Life**
- **Understand Medical Orders for Scope of Treatment (MOST)**

CHAPTER 5: Understanding Capability, Dementia, & Frailty

<https://patientpathways.ca/understanding-capability-dementia-frailty-1>

Navigating a loved one's journey through dementia and frailty can be deeply overwhelming. These articles equip families with the gentle wisdom and practical tools needed to have courageous, heart-centred conversations about future care.

- **Terms Used & Common Dementias**
- **Testing and Diagnosis of Cognitive Decline & Dementia**
- **Challenges when you live alone**
- **When you are a concerned neighbour or friend**

CHAPTER 6: End-of-Life Choice & Planning

<https://patientpathways.ca/end-of-life-choice-planning>

Many people have peaceful, natural deaths – the kind we all hope for. But that is not the way all of us will die. Some people die suddenly, unexpectedly, and others die in tremendous pain for days, weeks, or months before they finally die. Let's change that for you and your loved ones.

- **Understanding Your Choice at End of Life**
- **Understanding Medical Assistance in Dying (MAiD)**
- **Understanding MAiD and Dementia**
- **Understanding Organ & Body Donation**
- **Understanding the Expected Death in the Home Form**

Chapter 7: Health Literacy

<https://patientpathways.ca/health-literacy>

This illuminating collection of heart articles, this is a guide to understanding cardiovascular conditions and their hidden risk factors. These insights wrap caregivers in the vital knowledge needed to confidently advocate for their loved one's care.

- **Hearts 101: A love letter to your heart: Understand how your heart works**
- **Hearts 101: Common Heart Diseases**
- **Hearts 101: Cardiovascular Disease... Beyond the Heart**
- **The Silent Threat of Women's Heart Disease**

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Our Areas of Expertise

Our multidisciplinary team brings a rich combination of clinical, legal, systemic, and emotional expertise to your corner:

- **Healthcare Navigation & Case Management:** Reviewing complex diagnoses, tracking and attending specialist appointments, and acting as an expert witness and rigorous note-taker.
 - **Hospital & Discharge Advocacy:** Providing protective oversight during hospital stays and coordinating smooth, safe discharge planning back to the home or to residential care.
 - **Advance Care Planning (ACP):** Crafting precise Advance Directives, Representation Agreements, and ensuring medical wishes align seamlessly with Medical Orders for Scope of Treatment (MOST) forms.
 - **End-of-Life & Palliative Care Support:** Coordinating palliative care across hospital, hospice, and home settings, and providing expert documentation and navigation for Medical Assistance in Dying (MAiD) requests.
 - **Elder Care & Senior Transitions:** Managing the delicate challenges of cognitive decline, dementia, and increasing frailty, including setting up private-pay home care and managing residential care transitions.
 - **Specialized Disability Advocacy:** Tenacious guidance for accessing complex financial benefits, including the Disability Tax Credit, CPP Disability, and private insurance claims.
 - **Caregiver Coaching & Grief Support:** Providing a steadying, compassionate presence and strategic coping tools for weary family care-partners.
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Our Team & Geographic Coverage

Our multidisciplinary team of Registered Nurses, Social Workers, Elder Care Specialists, and End-of-Life Doulas provides protective bedside advocacy on the ground and borderless virtual support across Canada:

- **British Columbia (In-Person):** Full face-to-face clinical advocacy and navigation across Metro Vancouver, Burnaby, the North Shore, the Fraser Valley (Surrey to Chilliwack), Greater Victoria, and Central Vancouver Island.
- **Alberta (In-Person):** On-the-ground local navigation and bedside hospital advocacy throughout the Greater Edmonton area.
- **Across Canada (Virtual via Zoom):** Seamless, nationwide virtual consultations for Advance Care Planning, Federal Disability programs, Caregiver Coaching, and Grief Support.

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