



About BCCDC

The BC Centre for Disease Control (BCCDC) provides provincial and national leadership in public health through surveillance, detection, treatment, prevention and consultation services.

The Centre provides both direct diagnostic and treatment services for people with diseases of public health importance and analytical and policy support to all levels of government and health authorities.

BCCDC investigates and evaluates the occurrence of communicable diseases in BC and is the provincial reporting centre for reportable cases and categories of communicable diseases.

In addition, the Centre creates opportunities for scientists, health professionals, university and other partners to contribute their knowledge and experience in resolving the outstanding health challenges facing British Columbians.



BC Centre for Disease Control
An agency of the Provincial Health Services Authority

Partners in Care

How to Contact BCCDC

655 West 12th Ave
Vancouver, BC V5Z 4R4

Main Tel: 604.707.2400
STI Clinic: 604.707.5600
TB Clinic: 604.707.2692
TB Clinic (New West): 604.707.2698

Website: www.bccdc.ca

Our partner in care

You are an important member of your care team. We encourage you to be involved in your care, and here are some suggestions on how to become involved.

1. Identify yourself

Making sure we are caring for the right person is important and you will be asked for two ways to identify yourself.

You may be asked for your first name, last name, health card, date of birth or driver's licence or other identifiers.

2. Ask questions

It's ok to speak up if you don't understand something about your care.

Ask for written information to take home with you.

Write down questions so you don't forget them.

Ask for an interpreter if you are hearing-impaired or if English is not your first language.

3. Prevent falls

Be alert to situations where you could experience a fall.

Tell us if you have a condition that might make a fall more likely (e.g. seizure disorder, poor balance, feeling faint).

Let your clinician know if you have any history of dizziness, light-headedness or fainting at the sight of needles or when blood is drawn.

Immediately report any symptoms such as dizziness, and light-headedness.

Let the care team know if you have fallen in the last 3 months and/or may be in need of a wheelchair.

4. Medications

Tell us if you have any known allergies, for example reactions to medication, food, latex and Band-Aids.

Tell us immediately if you've had a bad reaction to any medication.

Bring a list of your current medications used at home, including vitamins, herbals, inhalers, and over-the-counter medications.

If you notice that a medication looks different from what you have been given before, ask us to check the medication and explain why it has changed.

Make sure to keep the list up to date. You may use a medication card for this list.

Ask if you are unsure about a medication's purpose or how to take it.

5. Stop the spread of germs

Use alcohol hand sanitizer or soap/water after coughing or sneezing, after using the washroom/changing a diaper, or touching/examining your genital area.

Cover your mouth/nose with a tissue when you cough or sneeze, then throw the tissue into a garbage can, and immediately clean your hands. If you don't have a tissue, cough or sneeze into your sleeve and not your hand.



6. Privacy

Your privacy is important to us and we take the utmost care to protect your information.

If you would like a copy of your health care results, please tell your health care provider at the time of your testing. You will need to show photo identification.

Please ensure you respect the privacy of other clients by not taking pictures at anytime.

7. Your rights

You have the right to:

- Know the names and roles of the members of your health care team.
- Receive effective care that is considerate, timely and respectful of your diverse views, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities.
- Receive information about your health care in a language you understand, with either an interpreter accessed through a 3 way telephone call, client paid private interpreter, or a client chosen trusted friend/family member if desired, within reasonable limits.

- Make choices about treatments where choice is possible, and be informed of the health risks and benefits of those decisions.
- Be listened to and have time to ask questions.
- Have your personal health information remain confidential and your privacy respected.
- Expect that members of your health care team will work together.
- Express concerns about care/service and be informed of the process for doing so.

8. You are responsible for:

- Participating in and making informed choices about the factors that affect your health and health care.
- Refraining from the following behaviors towards staff members, such as :
 - violence or threat of violence
 - verbal abuse
 - sexual harassment or inappropriate sexual behaviour
 - use of alcohol or illegal drugs when on the premises
 - smoking when on the premises
- Expressing your satisfaction or dissatisfaction with the service(s) you have received.
- Communicating ideas that may improve service delivery.
- Respecting other clients, students and staff members.
- Following your care plan to best of their abilities.
- Following all safety, procedural and emergency directives from staff members and emergency personnel.
- Rescheduling/canceling when you can't make an appointment so another client may receive care from a clinician.

9. Report concerns

If you have a concern about your care, please discuss it with us and either contact the staff person directly or ask to speak with a supervisor/manager, or complete a comment card.

If you are not satisfied with the response, please contact the Patient Care Quality Office at 1.888.875.3256 or email: pcqo@phsa.ca