

BAFHT Nurse Educator Explanation of Services

The role of BAFHT Nurse Educators is to provide education and support for disease prevention, disease management, health promotion, and health care system navigation. BAFHT Nurse Educators work with your primary care provider (physician/nurse practitioner) to offer a collaborative approach to care. By using a shared Electronic Medical Record, your BAFHT provider(s) and primary care provider can access your health information and communicate about your care.

We strive to create an environment of trust, safety and meaningful connection with our patients. We understand how care rooted in compassion, curiosity and understanding can help people to heal and stay well.

As a courtesy to your provider and other patients waiting to access our services, we ask that you provide 24-hour notice of cancellation when unable to attend your appointment. This notice allows us to offer your appointment to another patient. As all programs and services offered by the BAFHT are funded by Ontario Health, there is no direct charge to patients to access.

Please be aware that due to privacy limitations, we do not communicate patient health information by e-mail. If you need to contact us, please call our office at 519-507-2021.

Reason for Referral: Palliative Care Navigation

The Palliative Care Nurse Navigator (PCNN) is accessible through a remote patient monitoring system and telephone, providing a one-stop connection to Primary Care. An easy-to-use encrypted tablet is provided with orientation. This service allows patients to receive symptom management from the comfort of their own homes, connects them with the necessary supports, and reduces the need for ER visits.

The Palliative Care Nurse Navigator (PCNN) supports patients with symptom monitoring and management, system navigation, and communication between healthcare team providers. The PCNN is accessible through a remote patient monitoring system (tablet) and/or telephone. An easy-to-use encrypted tablet is provided on loan to the patient.

Patients referred for Palliative Care Navigation services will be contacted by the BAFHT Primary Care Nurse Navigator for program orientation and set-up.