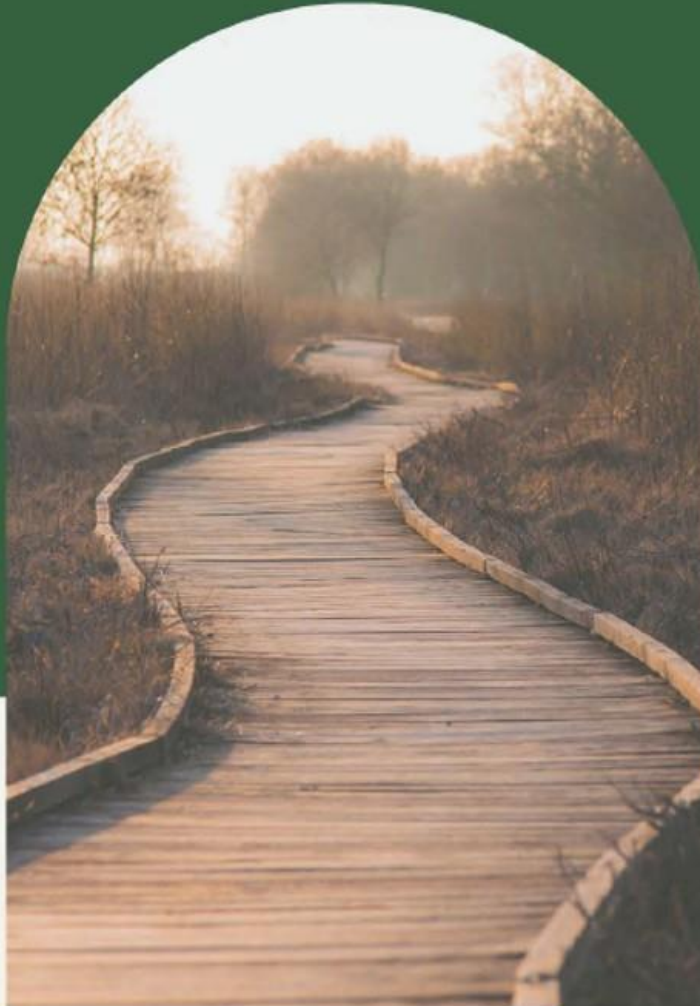


COMPLEX CHRONIC DISEASES PROGRAM Welcome Guide



**Provincial Health
Services Authority**

We acknowledge with gratitude that the CCDP presides upon the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and sə́lilwətaʔ (Tsleil-Waututh) Nations. We are grateful to live, work, and support care here.



The information provided in workbook is intended for information purposes only. While every reasonable effort has been made to ensure the accuracy of the information, no guarantee can be given that the information is free from error or omission. All links to third party websites were actively working at the time of publication (last updated December 2022). The CCDP disclaims any responsibility for the materials contained in any third party websites referenced in this works. The external resources are provided for informational purposes only and does not reflect an endorsement of specific practitioners whether or not they are affiliated to the CCDP. The CCDP does not stand to benefit from community resources or external referrals, and choosing or refraining from access to any services outside of the CCDP will not affect your care and treatment within the program.

Contact Information

Please keep in touch with us if your availability or contact information changes.

Phone: 604-875-2061

Toll-Free (BC): 1 888 300 3088, ext. 2061

Email: infoccdp@cw.bc.ca

Clinic hours: Monday-Friday, 8:30am-4:00pm

www.bcwomens.ca/our-services/specialized-services/complex-chronic-diseases-program



B432-4500 Oak Street, Vancouver, BC, V6H 3N1

Find us in the Ambulatory Care Building, Entrance 77 – elevator to the 4th floor, then right until the end of the hallway.

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Introduction to the CCDP

The Complex Chronic Diseases Program (CCDP) provides sub-specialty care to adults of all genders to treat and manage Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS), Fibromyalgia (FM), and symptoms attributed to Lyme Disease (SALD). CCDP is unable to provide primary care. You will need to see your primary care team for all requests not covered by CCDP. CCDP also does not offer a cure for these conditions.

The CCDP offers self-paced online education, and virtual group sessions by an interprofessional team of health care providers who deliver the principles of self-management skills and help you implement them. Our program focuses on group-based education and self-management support, while continuing to offer 1:1 medical visits for medication review, as needed. Being a self-management program, attendance and participation is essential to success and benefitting from the program. Clinical research and evidence tells us that self-management skills are best practice for managing the disabling symptoms of complex chronic diseases. There is robust data and multiple best practice guidelines that patients with strong self-management skills have better long-term outcomes when it comes to symptom control. This group education format is also supported by client feedback.

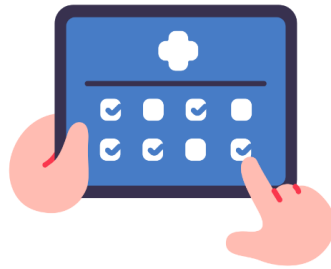
Our goal is to provide patient- and symptom-centered care with the support of our interprofessional team of allied health care providers. We emphasize that treatment choice takes patient preferences into account, and that self-care is supported as well as treatment. Central to this is the development of partnership in care, and facilitation of patient involvement in assessment and in treatment decisions.

All team members work together to support your journey at the CCDP. Our clerical team is responsible for scheduling your appointments. They will be your first point of contact with our clinic. Our inter-professional team includes dietitians, naturopaths, nurses, occupational therapists, pharmacists, physicians, physiotherapists, and social workers. Our interdisciplinary team brings different perspectives to support your individualized care.

CCDP Virtual Health Agreement

Most of our appointments are held virtually. To participate in virtual appointments, and facilitate communication with our team, we ask that you sign the Virtual Health Agreement to allow us to contact you via email. If you do not have computer or internet access, please phone us to discuss alternative options for communication and program accessibility.

1. Open your web browser and search “CCDP Virtual Health”
2. The first link that shows up will be a BC Women’s CCDP Website titled: “CCDP Virtual Health – BC Women’s.” Please click on this link.
3. Click on “[Virtual Health Patient Agreement](#).” Please read the terms and conditions. At the end of the page, it will ask you to click “Next.”
4. The next page will provide you with information about “Consent for use of email.”
5. To provide consent, check the box and provide the information requested. Once you enter “Submit,” our office will receive the signed Virtual Health Agreement.



*Please note the PHS Virtual Agreement is a secure online process. The reason your browser indicates the process is not secure is because the URL applies to the entire website, and not the specific Virtual Agreement webpage.

Partnership Agreement

The Partnership Agreement helps to create relationships that respect the rights of patients and families, and health care staff and providers. As your health care partners, we pledge to...

Respect

- Treat you with respect, honesty, and compassion
- Include you as a member of the health care team
- Include family members or supporters that you choose as your advocates
- Be trauma informed



Communicate openly

- Help you to set goals and make plans for care and treatment
- Give you information the way you want – in writing, in person, or as a group
- Tell you about the benefits and risks of any treatment or procedure
- Help you to obtain health care records
- Provide an interpreter if you would like one

Provide safe care

- Deliver safe and competent care
- Provide a culturally safe and sensitive care setting

Respect your confidentiality

- Respect and keep patient and family confidentiality

Your commitment to the healthcare team:

Respect:

- Treat my healthcare team, with respect, honesty and compassion
- Tell you if family or friends will advocate for me
- Show consideration and compassion for other patients and families in the hospital

Communicate openly:

- Learn as much as I can about care and treatment plans
- Ask questions when I do not understand
- Let you know about any health or medicine changes
- Tell you if I need a translator

Stay safe:

- Make choices that reflect my cultural practices
- Share safety concerns

Respect confidentiality:

- Respect the privacy of other patients and families



If you have concerns about your care, please talk to your care team.

If your concerns have not been resolved, please contact the Patient Care Quality Office by email pcco@phsa.ca, or, leave a voicemail at 1-888-875-3256.

Admission to the CCDP

Admission to the CCDP involves an intake assessment by a CCDP team member. For some patients, we may also recommend a medical assessment with a physician.

Please complete the self-assessment questionnaire **at least one week before your first appointment**. Otherwise, time allotted for you and a clinician to discuss your care goals at the first appointment will instead be spent completing the questionnaire together. The information in the questionnaire will assist the team in completing their assessment and guide recommendations for you. Therefore, we strongly suggest completing it online prior to your appointment to leave more time for you and the clinician to discuss your care goals.

Your intake assessment:

- Is a **45 to 60 minute** appointment.
- Can be booked either by phone, virtual health (e.g. Microsoft Teams or Zoom for Healthcare), or in-person, depending on what is most accessible to you.
- Includes a self-management discussion so we can get to know you better, understand your needs, and assess your readiness for group-based self-management education. Topics discussed may include your symptom management, health confidence, and your health goals and priorities.

Before this appointment:

- Please complete lab work (if requested).
- Watch the videos 'Introduction' and 'Program Navigation' for an introduction to our program and interdisciplinary team:

<http://mediasite.phsa.ca/Mediasite/Catalog/catalogs/mediasiteadmin-ccdp-introduction-course>

Username: CCDTV

Password: CCD4me

If you have questions regarding these videos or have issues accessing them, please connect with us for support!

After this appointment:

- We will recommend follow-up based on your unique needs. This may include:
 - Medical follow-up (e.g., if client does not yet have a diagnosis).
 - Self-management groups and/or appointments led by the CCDP allied health team members.
 - Referral to our CCDP Pharmacist.
 - Treatment recommendations, e.g. prescription medication, and/or referrals to other professionals or specialists outside the program.
- Before attending the self-management groups, watch the remaining videos in the link above for an introduction to the self-management program that will be covered in the groups.
- You are booked for a **25 minute** self-management follow-up with a CCDP team member every 3-4 months until completion of the program. These follow-ups are an opportunity to:
 - Ask questions.
 - Check in on changes and/or progress towards your goals.
 - Discuss ways to support you in continuing to meet your goals.



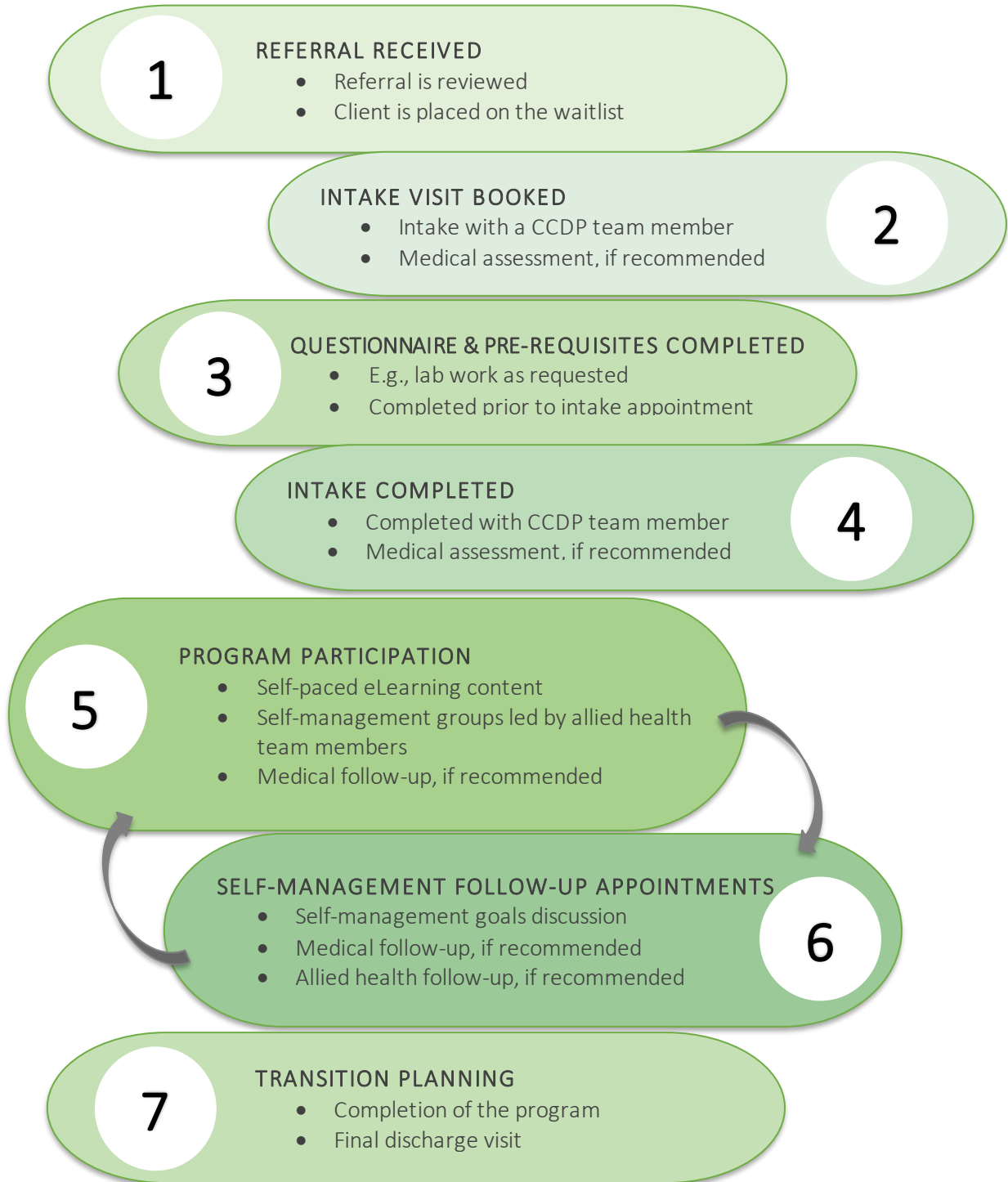
Discharge from the CCDP

Discharge involves a final **45 minute** check in to review your care journey through the CCDP and summarize next steps, which includes creating an action plan to integrate what you have learned during your journey with us. A discharge summary will be provided to the professional who referred you to our program.

After completion of the program

- You will continue to have access to the eLearning content.
- Your physician can consult with the CCDP team members, including physicians, as needed.
- You are welcome to join our community events, which are facilitated groups for former program participants. See Resources below for more information.

CCDP Patient Journey



CCDP Participation Agreement

Please review before your first appointment

Diversity and Inclusion

The CCDP celebrates the diversity and knowledge of clients who access our program. We are committed to providing an equal, equitable and respectful environment for all clients and staff.

Privacy and Confidentiality

The CCDP honours the privacy and confidentiality of client information. Please visit the BC Women's Hospital website to see how we protect your privacy and personal information.

Self-Management

A core focus of the CCDP is the self-management of your condition. We will provide education, coaching, and support that will help you make informed decisions about your care and engage in behaviours that promote well-being and manage symptoms. As a self-management program, your attendance and participation are important to your success.

Stay in Contact with Us

Please make sure that we have your correct contact information. Once you start the program you will need to respond to any messages within 2 weeks to book that appointment. If we do not hear back from you for a period of four months, you will be discharged from the program.

Provision of Care within the Province

CCDP can only provide care for patients that are within the province of British Columbia at the time of their appointment.

Individual Appointment Policies

Accessibility

Medical appointments are offered in person, by telephone, or by virtual health visit (e.g., Zoom or Teams for Healthcare). Please let us know if you have any accessibility needs.

Arriving Late

If you arrive more than 15 minutes after your appointment start time, the provider will determine if they have time to complete the appointment and will do their best to accommodate you. If they cannot see you at that time, then it will be considered a missed appointment.

Canceling or Missing an Appointment

We require at least two full business days' notice to cancel or to reschedule an appointment. This allows us to accommodate other clients who are waiting. We make every effort not to reschedule booked appointments other than in an emergency.

Due to the very high need for our service, *if you miss three 1:1 appointments you will be discharged from our program*. If there are barriers to your participation, please let us know as soon as possible.

Rescheduling an Appointment

Please call us *within 2 weeks* to reschedule your appointment. If you miss or no-show for three 1:1 appointments, you will be discharged from the CCDP.

Group Appointment Policies

Accessibility

You may attend by the virtual health application (e.g., Zoom or Teams), with or without video, or phone-in for groups. Ensure you are in a private and confidential space. We recognize that living with a complex chronic illness can make attending appointments challenging. We are committed to making our group program equally accessible to our clients province-wide. Whenever possible, we will use available technology to reduce these challenges.

Attendance Check-in

At the start of groups, facilitators will check in with participants for identification and safety purposes. If the facilitator is unable to check in with a participant within the first 10 minutes, they will be removed from the group. You may participate as much or as little is comfortable for you after attendance is completed (either verbally or through the virtual health application chat function).

Introductory eLearning Content

To participate in the elective group portion of our program, you will be asked to complete eLearning prior to participation in the groups. Completion of the introductory eLearning content will allow you to maximize participation in the group, as basic information and knowledge about the group's self-management topics will be delivered via the eLearning content.

Duration of Program

You will have up to one year to participate in elective group education and support. In that time, you can participate in several elective groups based on your program priorities. We schedule elective groups multiple times throughout the year to offer flexibility.

Missed Group Sessions

Please be on time; facilitators will not allow anyone to join the group after the session has started, as this can be distracting for participants.

If you miss an elective group you will not be able to repeat that group within that same semester. You may reselect the same group in the next Case Coordination. Once you have completed an elective group you will not be able to reselect this group. If you have any questions, please review with the CCDP team member at your self-management follow-up appointment.

Getting to the BC Women's Hospital and Health Centre

For information on directions and parking, visit:

<http://www.bcwomens.ca/our-services/directions-parking>

Free Valet Parking Service

We offer a valet parking service for patients and families, Monday-Friday, 7:30am-4:30pm (excluding holidays). It is located at entrance #55, by the Teck Acute Care Centre Emergency Department. The parking fee is in effect, but the valet parking service is free and tips are not necessary.

Questions or concerns about parking? Contact parking administration at parking@phsa.ca or 778-558-5987

Travel Assistance Program

The Travel Assistance Program (TAP) helps with certain transportation costs for eligible BC residents who need to travel outside of their community to see a medical specialist (gas, mileage, accommodations are not covered). Ask your family doctor or medical team how to apply. It must be arranged prior to travel.

For more information, visit: [Travel Assistance Program \(TAP BC\) - \(gov.bc.ca\)](http://www.gov.bc.ca/tap).

Phone: 1 800 663-7100 (Elsewhere in B.C.)

Phone: (604) 683-7151 (Vancouver)

Health Connections is a health authority based regional travel assistance program that offers some limited transportation options to assist with physician-referred medical care.

Learn more on the [Health Connections website](#).

Resources

CCDP Website

For information about our program, condition-specific information, and other helpful resources, visit: www.bcwomens.ca/our-services/specialized-services/complex-chronic-diseases-program

Cultural Support

Our goal is to improve your health care experience and outcomes by providing services in a culturally safe manner. Our Indigenous Health Program works to create a safe, welcoming environment for Indigenous patients and families. We offer Indigenous patients the opportunity to seek healing using a traditional approach. For more information, visit:

www.bcwomens.ca/our-services/indigenous-health-services/indigenous-health

Or call 604-875-2348/1-888-300-3088 Monday to Friday 08:30am-4:30pm

Spiritual Care

Our spiritual health practitioners offer spiritual care for patients and families affected by illness or injury. For more information, visit www.bcwomens.ca/our-services/support-services/spiritual-care

Patient Resource Library

The Family Support & Resource Centre is a welcoming community space and library. We provide accessible, high-quality health information. We Offer:

- Books and other learning tools
- Help finding health information
- Free mailing service of resources anywhere in BC & the Yukon, with return postage provided
- Access to computers, internet, free fax and printing
- Lounge with fun reads

Can I Borrow?

Anyone in BC or the Yukon can borrow resources **free of charge for 4 weeks.**



How Do I Borrow?

Search the [online library catalogue](#) to request resources, visit us in person, or contact us at 1-800-331-1533.

Community Events

Following completion of your time in the CCDP, you will be able to access our Alumni Events. We host Alumni Events approximately every other month throughout the year. The intention for these events is to provide an opportunity for support and connection along your continued self-management journey.



The CCDP also hosts events that are open to the public, such as the webinars hosted in collaboration with the Disability Alliance BC. For information on CCDP events, please visit our website. On our start page you can find the tab called “News and Events”. We do our best to keep this section updated.