

INDIGENOUS



INNOVATIONS

# Indigenous Innovations YVR

“Bringing Reconciliation to the medical system”

Presenter: John Su co-founder

# Agenda

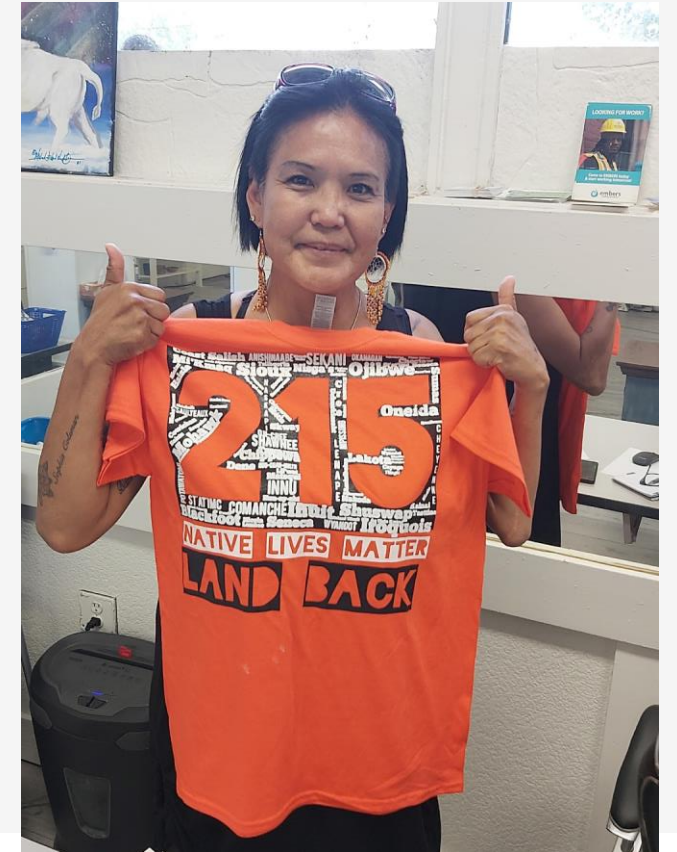
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1. The Team
2. Our Indigenous friendly medical system
3. Tips for using Status card without the headaches
4. Q & A

# Our team

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- My name is John Su and my partner is Adrian Beaverbones from O'chiese First Nations.
- Health advocate Janarae Tom from the Navajo nation.



# How we did it?

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- We created an Indigenous friendly health care system.
- We created a network of service professionals that are committed to supporting First Nations in Health Care.
- We put clients first before profit.

# Creating an Indigenous Friendly System

Guiding factors in our thought process:

- Curious mind
- Questioning before making any assumptions.
- Made adjustments constantly.

# What the actual problem is:

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- The medical system isn't "Indigenous friendly"
- Lack of trust due to intergenerational trauma from residential schools, racism from hospitals, doctors, and society.
- Lack of knowledge about benefits coverage, education to understand the lingo from FNHA, process of getting medical items from prescription.
- Medical society's desire to protect public image has silenced its members
- Social challenges – embarrassment, shame, self confidence, lifestyle.

# How did we solve it?

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- Lack of trust – Took the time to build familiarity
- Discrimination and racism – Became the communication hub between both parties to clear up any misunderstandings which OFTEN is the case.
- Hand selected medical providers that are committed to serving First Nations with an extra layer of compassion.
- Completely independent of exterior influence and bureaucracy.



# Tips For Using Status Number

1. WHERE TO FIND YOUR STATUS #?
2. ASK THESE 2 QUESTIONS BEFORE BOOKING AN APPOINTMENT
3. NEVER PAY ANYTHING EXTRA OR SOMETHING YOU WEREN'T TOLD ABOUT
4. ALWAYS GIVE YOUR STATUS NUMBER EVERYTIME
5. MEDICAL PROFESSIONAL ALWAYS TELL YOU WHAT THEY ARE DOING AND WHY YOU NEED IT
6. IF YOU EVER FEEL UNCOMFORTABLE ASK THEM TO STOP FOR A BREAK
7. IF YOU'VE BEEN MISTREATED, ALWAYS FILE A COMPLAINT

# Where To Find Your Status Number?

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1. Doctor's office
2. Dentist
3. Social Worker
4. Optometrist
5. Foot Doctor

## Ask These 2 Questions Before Booking your appointment

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- Do you direct bill for First Nations?
- Do you charge above the fee guide?

## Never Pay Out Of Pocket or Extra Money

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- Government sets the fee guide and many medical professionals charge according to that.
- Companies are free to charge what they want and some companies don't want to work with insurance.

## Never Pay Anything That You didn't Know About

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- There should be a statement with a quote on the work that needs to be done.
- Just refuse to accept the service or product and go somewhere else.

## Always Give Your Status Number First

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- Ambulance, hospital, emergency and anywhere you get medical services of products
- Staff don't always ask if you're Status because they don't know or just too busy to ask.

## Medical Professionals Should Tell You What and Why

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- Dental experiences this is common scenario.
- Doing work you didn't ask for or know about.

## When Uncomfortable Ask Them To Take A Break

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- It's medical treatment not abuse.
- Anyone that wants to just "Get it done" doesn't care about your health.



## Always File a Complaint If You've Been Mistreated

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- . This I feel is the main reason the medical system denies or is unaware of how bad the racism is for Indigenous.
- . We will help you file that complaint.

Thank you for your time

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