

Patient and Family Advisor Guide

This Guide will walk you through the process and requirements of becoming a Patient and Family Advisor, how to sign up for advising opportunities and how to log your hours.

Advising Steps - Quick Reference

- Step 1 - Register Online (AMS)
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- Step 3 - Sign up for Advising Opportunities
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Advisor Management System (AMS)

The Advisor Management System is on the Saskatoon Health Region Website at www.saskatoonhealthregion.ca, click on the *Patients* tab at the top, click on *Client & Family Centred Care*

Contact Us

Client and Family Centred Care Office
cfcc@saskatoonhealthregion.ca
306-655-2527

Step 1: Register Online (AMS)

- Register on the Advisor Management System (one-time step)
 - www.saskatoonhealthregion.ca, click on the *Patients* tab at the top, click on *Client & Family Centred Care*
 - Your registration provides us with your contact information, demographics, interests and experience.
 - Once the registration form is completed, you will receive an automatic email confirming your registration and next steps for registering for orientation.

How to Register

- Complete the box on the left, "I am new to MyVolunteerPage.com" .
- Start registering by creating your username.
- Check the box, "Agree to the *Organization Policies*" .
 - Your use of this website constitutes your agreement to this privacy policy and any other subsequent modifications thereto. If you do not wish to be bound by this privacy policy, discontinue your use of this website.
- Click on **Save and Continue**.

The screenshot shows two registration paths. The left path, 'I am new to MyVolunteerPage.com', includes instructions on creating a unique username, fields for Username, Email Address, and Verify Email Address, and a checkbox for 'I agree with the organization's policies'. The right path, 'I already have a username', includes a field for Username, a Password field, a checkbox for 'I agree with the organization's policies', and a 'View Policy' button. Both paths have a 'Save and Continue' button.

Contact Information

- Choose a password that you will remember (*write this down; you will need it later*).
- You will provide your contact information such as name, address, phone # and email.
- Required Fields are identified with a flag.
- Click on **Save and Continue**.

Additional Info

- Provide your demographic information, your interests, what areas you have experience in the Saskatoon Health Region, and how you learnt about our program.
- Consent to receive emails from CFCC (your email will only be shared for SHR events that pertain to advisors).
- Click on **Save and Continue**.

Step 2: Attend Orientation & Submit Forms

- The 3-hour orientation is offered 1/month
- Register for orientation by emailing cfcc@saskatoonhealthregion.ca
- You will receive an Orientation Package in the mail with the following forms to be completed and brought to the orientation.
 - Introduction Worksheet
 - Criminal Record Check
 - Confidentiality Agreement
 - Direct Deposit Form
 - SIN Information Form
 - Media Consent Form

Step 3: Sign Up for Advising Opportunities

- Once you attend the orientation and submit all of the required forms, you will become a qualified Patient and Family Advisor with Saskatoon Health Region and can sign up for advising opportunities.
- Sign up for the advising opportunities on the online Advisor Management System (*this is the same place you registered in Step 1*)
- New advising opportunities are posted every Tuesday by 4:00 p.m. and will stay up for 1 week.

Go to the Advisor Management System

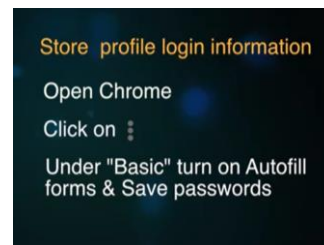
Mobile App *NEW

- How to Download App on your mobile
 - Watch the [1-minute video](#) about how to put the Advisor Management System App on your phone.
http://www.betterimpact.com/siteguide/videotip_accessprofile/
 - This video will also show you how to auto save your password so you don't need to log in every time.
- How to Sign Up for Advising Opportunities

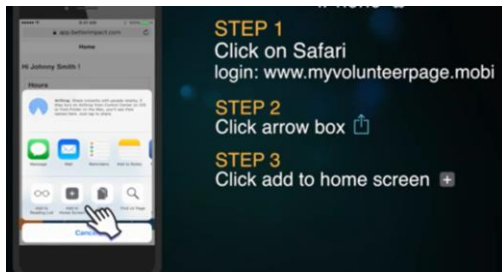
Android:



Click "Add to Home Screen"



iPhone:

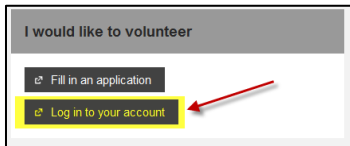


On your Computer

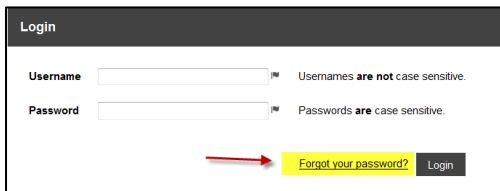
- Go to the Advisor Management System, click on the **Sign Up Today** button on the right-hand side of the screen.



- Next, click on **Log in to your account.**



- Enter your username and password that you created when you registered on the site. If you forgot your username or password, click on **Forgot your password?**



- Click on **Login**

Browse Advising Opportunities and Sign up

- To sign up for an opportunity, click on the **Opportunities** tab at the top.
- Click on the activity name to review the details.

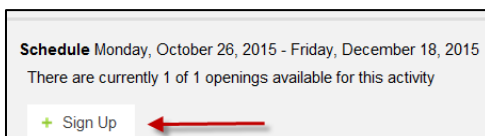
Saskatoon Health Region - Client and Family Centred Care

WORKING GROUP/COMMITTEE

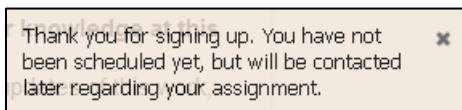
Advisors are invited as members of working groups to provide input into patient care, health system processes, patient safety concerns, policy, and strategic improvement initiatives.

Activity	Shifts	Start Date	End Date
Safety Initiative- Information Flow of Safety Events	1	10/26/2015	12/18/2015

- Read through the details/description and then click **Sign Up** at the bottom.



- Once you've clicked on **Sign Up**, you will see this message pop up briefly up in the top right corner confirming that you "signed up."



Step 4: Placement and Preparation

Placement

- CFCC matches an advisor to the advising opportunity based on the experience, availability and advising history.
- **CFCC will contact the selected advisor via email to accept or decline within 2 days of the posting closing.**
- Once the advisor is confirmed, CFCC will notify any other interested advisors that the advising opportunity has been filled.

Preparation

- The selected advisor will be contacted by the Host within 5 business days and will provide further detail about the event
- History of the advising opportunity (if applicable)
- Role of the Advisor at the event
- Desired outcomes
- Logistical details: Location, parking, lunch arrangements, what to wear, etc.

Photo ID Badge

- All advisors are required to wear an SHR photo ID badge so they can be identified as a Patient and Family Advisor.

Step 5: Attend Event

- Advisor participates in the event.
- Wear your nametag.

Step 6: Log Hours & Honorarium

- You enter your hours on the online Advisor Management System. If the advising opportunity is eligible for an honorarium, you' ll accept or decline it at this point.
- You will receive payment within 3 weeks from when you enter it. Hours must be entered within 60 days of the event.
- www.saskatoonhealthregion.ca (Click on the *Patients* tab at the top, click on *Client & Family Centred Care*, click the *Sign Up* button)

Enter your hours

- Click on the **Hours Log** tab at the top to log your hours.
- Click on the drop-down arrow beside "Activity" and select the advising opportunity you attended.
- Enter the date of the last day of the activity.
- Enter number of hours and minutes for the entire event.
- You will be prompted for your feedback and any improvement ideas you may have for us. We invite you to be completely honest so we can improve and provide the best experience possible for you. **Save.**

Payment Options

Direct Deposit

- The Direct Deposit Form must be completed to receive direct deposit
- When you are paid, you will receive an email

Cheque

- A cheque will be mailed to you at the address you provided to the CFCC office
- Contact information can be changed by updating your profile on the Advisor Management System

Step 7: Follow Up

- Once the event concludes, the advisor will receive an update and/or the outcomes from the host based on the project' s timelines.