



Department of Health Indigenous Patient Navigators



Frequently Asked Questions

1 What are the hours of the Indigenous Patient Navigators?

- April White is available M-Th at the Cornwall Community Hospital from 7:00 a.m. - 3:00 p.m. in Room 4436.
- Daryl is available M-F 8:00 a.m. - 4:00 p.m., but has some flexibility for some evenings and weekends, if needed.

2 How does someone get referred to the Indigenous Patient Navigators?

Patients can be referred to the Indigenous Patient Navigators by their primary healthcare provider or nurse, or anyone in their circle of care.

3 Can community member self-refer to the Indigenous Patient Navigators?

Absolutely! Community members are encouraged to self-refer to the Indigenous Patient Navigators.

4 Can the Indigenous Patient Navigators help if I have a concern with the care I've received at the hospital?

Yes! This is within the role of the Indigenous Patient Navigator.

5 Can the Indigenous Patient Navigators help me access healthcare in Quebec?

Yes! As the Quebec Indigenous Patient Navigator, Daryl can assist with this.

6 Can the Indigenous Patient Navigator accompany me to a medical appointment?

Yes they can! The role of the Indigenous Patient Navigators is to advocate for their clients healthcare services.

7 Do the Indigenous Patient Navigators make home visits?

Yes they do. The Indigenous Patient Navigators can make an appointment with you for a home visit.

8 How do I contact the Indigenous Patient Navigators?

Daryl can be reached at 613-575-2341 ext. 3207 or at 613-551-7710 8:00 a.m. - 4:00 p.m., or via email at daryl.diabo@akwesasne.ca

April can be reached at 613-938-4240 ext. 4542, 613-577-5445, or via email at april.white.doh@akwesasne.ca or apwhite@cornwallhospital.ca