

Taking Charge of Your Health: A Seniors' Resource

This guide helps you get ready for appointments, stay organized, and follow up after your visit. It includes community resources, helpful tips, and prompts to support your own record keeping.

Before Your Appointment

- In a notebook consider writing down your appointment date and time and special instructions for the appointment, like fasting or bringing mobility devices or glasses.
- Consider bringing a support person to help with note taking, translation (if needed), and transportation

Bring the following items with you to your appointment:

- Your current medications (or a list of them)
- Your health card
- A list of any current or recent health conditions
- The name of your pharmacy
- Information about your language/culture or any information about you as a person that would be helpful to know
- Names of your other care providers

Consider having the following information in your notebook to go over with your care provider:

- Main reason for your visit
- Current symptoms and how long you've had them
- Questions for your doctor

You can access your health test results, specialized reports, and appointment reminders through two online portals: MyHealthPortal (Interior Health) and the Health Gateway Portal (BC Services). Both portals can be set up on any device. If you'd like help getting started, you may consider asking a friend or family member for assistance. Support is also available to guide you through the setup process: MyHealthPortal at 1-844-870-4756 or for the Health Gateway Portal, contact the Service BC Help Desk at 1-800-663-7869.

Plan for how to get to your appointment and the parking requirements. Here are some helpful resources:

Organization	Phone	Website/Email
HandyDART Kamloops	250-376-7525	E: kamloopshandyDart@TransDev.com W: BCTransit.com/Kamloops/RiderInfo/HandyDart
People in Motion	250-376-7878	W: PeopleInMotion.org
Happy Day Senior Services	250-214-4141	E: christine@HappyDaySeniors.com W: HappyDaySeniors.com
Comfort Keepers – Kamloops	778-471-1711	W: ComfortKeepers.ca/Kamloops/In-Home-Elder-Care-Services/Transportation-Services
BC Transit – Trip Planning	(general info)	W: BCTransit.com/Kamloops
Centre for Seniors Information Here and There Rides Program	778-470-6000	Call to book

Did You Know?

Pharmacists can provide emergency refills as well as prescriptions for many minor ailments. Call your pharmacy for more information.

During Your Appointment

Questions to ask your care provider to help with record keeping:

- What is my diagnosis?
- What symptoms should I watch for?
- What tests have you ordered? What do they check for?
- What is my follow-care plan?
- Who should I call for questions? (name, number)
- What medications am I prescribed?
- What is the timing and dosage of my medication?
- What are the side effects or special instructions?
- What lifestyle changes to diet, exercise, mobility, or home setup do you recommend?

After Your Appointment

Here are some local organizations that can help meet your needs and provide support in the community:

Organization	Phone	Website	Referral Required	Key Services
Seniors Community Connector	236-421-1011	InteriorCommunityServices.bc.ca/Programs/Seniors-Community-Connector	No	Help with connecting to seniors' specific services and supports
People in Motion	250-376-7878	PeopleInMotion.org	No	Transportation needs, parking permits, affordable recreation pass
Better at Home	250-828-0600	InteriorCommunityServices.bc.ca/Programs/Better-at-Home	No	Housekeeping, yard work, friendly visits, good morning calls, grocery and meal supports
Centre for Seniors Information	250-554-4145	CSIKamloops.ca	No	Meals, transportation, seniors' information and referrals, tax supports, social activities
Interior Health Home & Community Care	1-800-707-8550 (new clients) 250-851-7900 (existing clients)	InteriorHealth.ca/Health-and-Wellness/Home-and-Community-Care	No	Home health needs, assisted living, respite, long-term care, end-of-life planning, continence care, caregiver support
Kamloops Seniors Health & Wellness Centre	250-312-3280	InteriorHealth.ca/Locations/Kamloops-Seniors-Health-Wellness-Centre	Yes	Mental health, pharmacy, physiotherapy, respiratory therapy, speech and language, dietician, occupational therapy
Volunteer Kamloops	250-372-8313	VolunteerKamloops.org	No	Snow clearing
Red Cross	250-372-2334	RedCross.ca/In-Your-Community/British-Columbia/Find-a-Branch/Kamloops-Office/Kamloops-Office-Short-Term-Loan-Program	Yes	Medical Equipment Rentals (beds, walkers, grab bars, commode, shower chairs, etc.)