



Indigenous Patient Experience

REFLECTION GUIDE



WHY THIS MATTERS

Indigenous patient experience is not only shaped by what happens during an appointment, assessment, or hospital visit. It is shaped by history, previous interactions, family stories, racism, fear, trust, and whether a person feels safe enough to be fully seen or heard.

This reflection invites healthcare professionals to think beyond the clinical moment and consider how care is experienced by the person receiving it.



SIT WITH THIS



What might this patient be carrying into the room before I even introduce myself?



What could I do in the first few moments to help this person feel less watched and more welcomed?



If this patient has learned to protect themselves in healthcare spaces, how might that show up in their tone, silence, questions, or hesitation?



When this person leaves my care, will they remember the task I completed - or the way I made them feel ?



WALKING FORWARD

One way I will create safety before asking for trust:



One assumption I will slow down before making:



A patient's experience begins before we enter the room. The care we provide can either add to what they carry, or help them set some of it down.

