

Inlet Community Birth Program

Welcome

Congratulations on your pregnancy! We are pleased and honoured that you have chosen to receive care with us. We look forward to getting to know you and your family during one of the most exciting and fulfilling times in your life. Here are some details about our practice.

At Inlet Birth, we offer “collaborative maternity care”—our team is comprised of midwives, family physicians, nurses, and lactation consultants who provide interdisciplinary care to clients. On-call caregivers (midwives and family physicians) are scheduled in 12- or 24-hour shifts.

During your time at Inlet Birth, you may need to see your family doctor or nurse practitioner for health concerns that are unrelated to pregnancy. Your maternity care team at Inlet Birth will provide all pregnancy- and postpartum-related care for you. After you have your baby, we provide postpartum care in hospital, at home visits, and at our clinic. Inlet Birth care providers facilitate care throughout your pregnancy, labour and birth, and for you and your newborn until approximately six weeks after your baby is born based on the following principles:

Client-centred care: We personalize your care to ensure that your health care needs are met. We view pregnancy and childbirth as normal states of health, and also watch carefully for complications. We strive to support you in maintaining a healthy lifestyle that will sustain you through pregnancy, birth, and into parenthood.

Informed choice: Your care involves a partnership between you and your care providers. We respect your autonomy—you are the primary decision maker in your care. We will provide information about various topics, discuss the benefits and risks of available tests and procedures, and ensure that your questions are fully answered so that you can make the best decisions for you and your family.

Continuity of care: We work as a team, sharing responsibility for your care and communicating with each other about any important updates regarding your care. You will have an opportunity to get to know your care providers, and at least one of us will attend your birth. Knowing and trusting your caregivers is crucial for you to have the best possible pregnancy, birth, and postpartum experience.

Consultation or transfer: If you or your newborn experience complications during the course of your care with us, it may be necessary for us to consult with a specialist. Should you have a serious health concern, we may recommend transferring care to a specialist. In almost all of these instances, we remain involved in a supportive role.

Contacting your team:

For administrative calls such as arranging care or booking or changing appointments, you can reach us Monday-Friday 8am-4pm at our office line: **778-355-9596**.

If you have a concern and need to speak to a care provider, call the **Urgent Line** at **778-355-9636**. If your call is “semi-urgent”, please press ‘1’ and leave a detailed message for us. Your call will be returned within 1-2 days.

If your call is **urgent**, press ‘0’ to reach the on-call provider 24/7. Be ready to answer on the phone number you have given. The return call may come from an unidentified number. If your call is not returned within 15 minutes, please page again. If you are not able to reach the on-call care provider and you feel that the situation is serious, please go directly to Royal Columbian Hospital or phone 911 for emergency assistance. If you are not sure if your situation is urgent, please refer to the handout *Paging the On-Call Care Provider*.

Appointment schedule:

The schedule of visits during your care with us will be:

6 – 28 weeks	Every 4 to 5 weeks
29 – 36 weeks	Every 2 to 3 weeks
37 – 40 weeks	Weekly until delivery
Birth – 6 weeks	Every few days for the first week, then bi-weekly until 6 weeks

Doula support:

We have a wonderful team of doulas who provide labour coaching & support during your birth at a highly desirable cost compared to other offerings in our community. We prefer to work with doulas from our program since they have been thoroughly vetted, and we know they provide quality care and advice. If you prefer to hire a different doula, we ask that you discuss this with one of your care providers.

Appointment times:

Our clinic hours are typically scheduled Monday through Friday, between 8 am and 5 pm. Most of your visits will be 30 minutes long. Please bear in mind that the first and last appointments of the day are in the most demand, and there will likely be times when we have to book appointments during the middle of your work day. Please also note that our office requires a minimum of 2 business days' notice to reschedule appointments.

Midwifery and medical students:

We are a teaching practice, and we sometimes have a midwifery, nursing or medical student who participates in your care. You always have the option of declining a student's participation. We hope that you will consider welcoming student involvement. By doing so, you can contribute to the education and training of future care providers, and benefit from the learner's unique knowledge, enthusiasm, and perspective.

For more details about our practice, please visit our web site at: <http://inletbirth.ca>

We look forward to providing care for you during this very special time in your life!