

Community Mental Health



UHN

What You Need to Know About Community Mental Health

Welcome to Community Mental Health at the Toronto Western Hospital.

We provide mental health services in English, Spanish and Italian. Our service model is brief and can include individual and group therapy. You will be seen by a psychiatrist and a clinician. Because we are a teaching hospital, you could also be seen by a resident in psychiatry. A report will be made available to your referring and/or family doctor regarding your care with us.

UHN is committed to providing an environment in which staff, patients and their families are treated fairly and with respect.

You Have the Right or Responsibility:

- To be treated with respect and dignity.
- To be involved in your treatment plan.
- To see your health record.
- To confidentiality – We will protect your information by following PIPEDA (Personal Information Protection and Electronic Documents Act) except:
 - If your clinician or psychiatrist feels you are at risk of harming yourself or others
 - If requested by the courts
 - If you give us information of possible risk to the welfare of a child or minor.

Please visit the UHN Patient Education website for more health information:
www.uhnpatienteducation.ca

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University Health Network
Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital



- To provide 24 hour notice to cancel appointments.
- To keep your scheduled appointments and to be on time.
- To show us your blue hospital card and your OHIP (health card) or Interim Federal Health certificate at every appointment.
- To understand that you may have to leave the program if you miss two appointments in a row or if you have a pattern of not showing up for your appointments without calling the Community Mental Health Program at 416-603-5747.
- To respect University Health Network's Code of Conduct:
 - Patients and staff of the UHN have the right to a safe environment, free from any form of discrimination or harassment. We have a hospital policy that says we will not accept physical, verbal or mental abuse or violence.

We expect our staff, patients and visitors to live by our code of conduct. Please visit www.uhnpatienteducation.ca and click "List of Topics" and then "Patient Relations" to read more about *Patient Centred Care: Working Together*.

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