

After hours service

If you have a medical emergency after hours or on weekends, please call the Family Health Team at 416-603-5888. You will be connected to our **Telephone Health Advisory Service**, who will provide advice or, if necessary, will have your family doctor or another physician speak with you.

Prescription renewals

We no longer renew prescriptions over the telephone or by fax. Please remind your health care provider to prescribe enough medicine so you do not run out before your next visit.

Non-insured services

The Ontario Ministry of Health does not insure some health care services. These include medical care supplies and examinations requested by someone else. (For example: driver's licence physicals; notes for work; ankle splints.) For a complete list please speak to our receptionist. You may have to pay for these services. If you have an insurance form, please give it to your doctor at the beginning of your visit.

Referrals

If one of our professionals refers you to a specialist or for testing, please allow at least two weeks for processing before phoning our office to check on the status of the referral. Some referrals may take more than two weeks to arrange.

How to enrol as a Patient

If you reside in our service area (see map below) and have not previously registered as a Toronto Western Family Health Group or Team patient, we would be pleased to add you to our roster.

To sign up, please contact the physician whom you normally see, or talk to our receptionist.

This is the region we serve.



Please visit the UHN Patient Education website for more health information:

www.uhn.ca/patient/health_info.

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Toronto Western Family Health Team

"Serving the Downtown West Community"

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(416) 603-5888



Hours of Operation

Monday, Tuesday, Thursday	9:00 – 8:00
Wednesday	1:30 – 8:00
Friday	8:30 – 4:30
Saturday	9:00 – 1:00

This insert provides information specific to the Toronto Western Family Health Team, and is to be used along with the brochure "Family Health Teams - Helping you stay healthy".



Toronto Western Hospital
University Health Network

Our purpose

- To provide high quality primary health care for you and your family;
- To teach future health care providers;
- To conduct research to improve our knowledge and skills.

Who we are

We are a group of health providers who work together as part of four health care teams. Each team has staff family doctors, nurses, primary care nurses, administrative staff and health care trainees. Our group also includes a social worker, health care promoter, pharmacists, dietitians and a chiroprapist.

What we do

We provide services in the following areas to people who need regular, on-going health care and who do not receive this care elsewhere.

- Sudden or short-term illnesses
- Pregnancy and newborn care
- Health maintenance and screening
- Foot care
- Management of long-term illness

We can provide health care services in many of the languages our patients speak, or we can provide an interpreter if you inform us of your preferred language before each appointment.

Our Family Doctors & health care trainees

Our staff Family Doctors are also teachers at the University of Toronto. Resident doctors, senior medical students and other health care students will help with your care while being supervised by fully qualified staff.

All patients information shared during a patient visit is strictly confidential. If you have questions or concerns about anything, please discuss these with our staff.

Our Social Worker

Our social worker provides brief counselling and referrals to community resources, and case management services. The counselling services offered address relationship difficulties, adjustment, separation, and grief/loss issues. The social worker also coordinates, advocates and refers individuals and their families to health and social service agencies in the community.

Our Nurses

Our nurses work with you and your family doctor. They assist in initial health assessments and preventive health examinations. They administer immunizations and help with procedures. They also provide health education and counseling. Our primary care nurse practitioners are nurses with advanced education. They are able to prevent, diagnose and treat illnesses as well as manage patients with chronic illnesses. They also offer home care visits for patients in need.

Our Pharmacists

Our pharmacists can talk with you about any questions you may have about your medications. They work together with you and your health care team to identify, prevent, and solve issues related to medications you take.

Our Chiroprapist

Our Chiroprapist is an expert with a special interest in people with diabetes and foot problems.

Our Dietitians

Our dietitians can give you advice about nutrition and diet therapy. Your doctor can refer you for an assessment and treatment plan. A weight management group is also offered which includes follow-up sessions. Group classes are also available for heart-healthy eating.

How to use our services

It is important that you make an appointment before your visit. Please bring your blue UHN card, Health card and a list of the prescriptions and over-the-counter medications you are now taking to each appointment. If your health care provider is unavailable and you need to be seen, another provider will help you.

Please give us **at least 24 hours notice** if you cannot make your appointment so that your appointment can be given to someone else. Also, tell our receptionist if your telephone number or address has changed, so that we can contact you when necessary.