

# UHN Patient & Family Learning Centres



**The Patient & Family Learning Centres at UHN offer access to health information for patients, families, health care providers and members of the public. Our services are free and available in multiple languages.**

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## **How can the Patient & Family Learning Centres help patients and visitors?**

We can help you and your family by:

- ✓ Finding online and printed information about health conditions, diagnostic tests, treatment options, side effect management, recovery and healthy living.
- ✓ Creating tailored health information packages to meet your needs.
- ✓ Finding free health education programs, social and emotional supports, and wellness groups at UHN or in your community.

The Patient & Family Learning Centres do not provide medical or treatment advice. Resources provided by the libraries are for your information only and should not replace a visit with your health care provider.

## **How can the Patient & Family Learning Centres help health care providers?**

The Patient & Family Libraries can support health care providers by:

- Providing their patients with community resources and reliable health information in many languages.
- Connecting them with educational materials for patients from UHN Patient Education and other organizations
- Building library collections tailored to their patients' needs.

- Informing patients on the latest digital solutions for general wellness or specific conditions or populations, such as websites, mobile apps, wearable devices, wellness trackers and more.
- Organizing health awareness events such as displays, booths and presentations.
- Building “education stations” on units and clinics where patients and families can find health information most relevant to their needs.

## **What can you find in the Patient & Family Libraries?**

- Books, audio books, and eBooks
- Music CDs and DVDs
- Brochures and booklets on many health topics
- Anatomical models and charts
- Computers with access to the internet
- Wireless charging stations
- Professional library staff to help you find health information

All the materials found in our libraries have been carefully selected to meet the needs of our diverse patient and caregiver populations.

We welcome suggestions from patients and staff.

## **Can you access information in other languages?**

You can request health information and resources in any language. Our multilingual professional staff will do their best to find reliable health information in the language requested.

UHN hospitals give access to in-person and over-the-phone interpretation service to help you find information or support in any language. Let your health care provider know in advance if you need an interpreter for your appointment at UHN.

## **How do you borrow materials from the Libraries?**

### **Registration**

Anyone can borrow materials, including patients, family members, visitors, staff and members of the public. You must show a valid piece of identification stating your name and current address when you register. You will need to fill out and sign a Library Registration Form.

### **Borrowing policies**

- You can borrow up to 3 items at one time.
- You can borrow items for up to 3 weeks.
- Before your items are due, you can renew them 1 more time for another 3 weeks (6 weeks total).
- You can renew your items in person, over the phone or by email.

**Please note:** We understand that sometimes you might bring back items late. While we do not charge late fees, it is important to try your best to return your items on time so that others have a chance to borrow them.

If we notice a pattern of late returns or lost items, we may suspend or take away your borrowing privileges. If you lose or damage an item, it is your responsibility to cover the cost for replacement.

## **How can you get access to eBooks?**

To access our collection of eBooks, digital audiobooks and streaming videos, you will need to register at one of the Patient & Family Learning Centres with a valid piece of identification showing your name and current address.

You will get a personal access number and instructions on how to access the eBooks once you are registered.

## **Is the Patient & Family Learning Centres catalogue available online?**

An online catalogue of all of the Patient & Family Learning Centres lending materials can be found on our website.

Visit [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca), click '[Search Library Catalogue](#)'.

You can browse all the titles of our collection to find the information you are looking for. You can search by subject, author, title or keyword.

## **When are the Patient & Family Learning Centres open?**

- Monday to Thursday      8:30 am to 4:30 pm
- Friday                      8:30 am to 4:00 pm

We are closed on weekends and holidays.

## Visit or contact us at one of our locations:



### **Princess Margaret Cancer Centre Patient & Family Learning Centre**

North-West Atrium – 2nd Floor

610 University Avenue

Phone: 416 946 4501, ext. 5383

Email: [patienteducationpmh@uhn.ca](mailto:patienteducationpmh@uhn.ca)



### **Toronto General Hospital Peter and Melanie Munk Patient & Family Learning Centre & Library**

1st Floor, Norman Urquhart Building

585 University Avenue

Phone: 416 340 4800 ext. 5951

Email: [tgpen@uhn.ca](mailto:tgpen@uhn.ca)



### **Toronto Western Hospital Paul B. Helliwell Patient & Family Library**

Main Atrium, West Wing – 1st Floor

399 Bathurst Street

Phone: 416 603 6277

Email: [twpfl@uhn.ca](mailto:twpfl@uhn.ca)

## **Toronto Rehab, University Centre Sun Life Patient & Family Resource Centre**

UHN staff and health care providers can book the Sun Life Patient & Family Resource Centre for patient education purposes. To make an appointment to use the space, please email [torontorehabhealthinfo@uhn.ca](mailto:torontorehabhealthinfo@uhn.ca).

Please note that there are no materials available for borrow.

Toronto Rehab patients are welcome to call, email or visit the Toronto General Hospital's Patient & Family Learning Centre for health information.

Visit [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca) for more health information.

Contact us to provide feedback or request this brochure in a different format, such as large print or electronic formats: [pfep@uhn.ca](mailto:pfep@uhn.ca)

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Form: D-8782 | Author: Patient Learning & Experience Centres | Created: 02/2019