

Welcome to West Park Healthcare Centre's Outpatient Programs

Information for patients and families

This package provides information about:

- What to expect at University of Health Network's (UHN) West Park Healthcare Centre
- Your healthcare team
- How UHN's West Park keeps you safe
- Resources for more information



Welcome to West Park!

Your healthcare needs are very important to all University Health Network (UHN) staff. We want to reassure you that you are in the best hands.

We want you to know that every question is valid. Do not hesitate to ask questions. Your healthcare team is here to help and support you. We hope that this guide will be useful as you transition into your West Park program. Stay safe, remain positive and be well.

About West Park

West Park is a leader in specialized rehabilitation and complex continuing care (CCC) after a life-altering illness or injury. West Park provides a continuum of care, including inpatient, outpatient, day programs, and outreach services, all to help individuals maintain their independence and continue living at home or in the community.

To learn more please visit westpark.org.

Participating in research

West Park researchers are always gathering evidence to help improve the lives of people living with the effects of aging, disability and chronic conditions. A member of our team may ask if you would like to participate in a research study. Participating in research is always your choice. You will receive the same excellent care whether you choose to be part of a research study or not.



The entryway to the Respiratory Day Program and Geriatric Day Hospital

What to Expect

Length of stay

How long you will attend programs and services at West Park depends on many things. Your healthcare team will assess you early on in your program and share your program and service length with you as soon as possible.

Keeping your belongings safe

Hospitals are busy places with lots of people and activity. You are responsible for your own belongings. We are unable to replace lost or stolen items.

What to wear and bring

Please wear comfortable, loose-fitting clothes and non-slip, supportive shoes. Also, please bring:

- ✓ Your health card and extended insurance information, if any
- ✓ Personal supports like mobility aids (such as a cane, walker, wheelchair), glasses, and hearing aids
- ✓ A list of your prescribed and over-the-counter medications and supplements
- ✓ Any medications that you may need to take during your appointment time
- ✓ A water bottle
- ✓ A caregiver to help you with physical assistance if needed.

Note: that you are responsible for your own belongings. We are unable to replace lost or stolen items.

Finding Your Way at West Park

Wayfinding Kiosks

There are wayfinding (maps) kiosks in the main lobby and by all the elevators. Enter the location name in the kiosk and it will tell you how to get there. You can also scan the QR code to have it on your phone.

Colours

Each level has its own colour to help patients and visitors find their way. The corridors usually have a medium shade of the level colour, while darker shades highlight the entryways to inpatient units and outpatient services.

Outpatient Services at West Park

- **Acquired Brain Injury Day Program (Levels 1)**

A welcoming space for adults with acquired brain injury in the community to participate in group and social activities.

- **Clinics (Level 2)**

Clinics provide assessment, treatment and care. West Park has specialty clinics for Acquired Brain Injury, Amputee, Augmentative and Alternative Communication, Geriatric, Musculoskeletal, Physiatry, Respiratory, Spasticity Management and Tuberculosis.

- **Geriatric Day Hospital (Level 3)**

The Geriatric Day Hospital helps older adults in the community who need help re-learning skills, so they can continue to live independently

- **Outpatient Rehabilitation (Level 1)**

Outpatient Rehabilitation helps individuals recover from injury, illness or surgery. Services include physiotherapy, occupational therapy, speech therapy, chiropody (foot care) and massage therapy.

- **Prosthetics and Orthotics (Level 3)**

The department designs, fits and customizes devices like artificial limbs and braces to help people move better.

- **Respiratory Day Hospital (Level 3)**

The Respiratory Day Hospital offers rehabilitation and maintenance programs focused on helping patients develop the skills to live successfully with chronic respiratory disease.

- **Respiratory Evaluation Services Sleep Lab (Level 4)**

The department offers tests for patients with breathing problems. These include breathing tests, exercise tests, and sleep evaluations.

Partners in Care

Your voice matters

You are the most important member of your healthcare team. Let us know what is important to you and how you want to be involved in your care. We respect and support your right to make informed choices. We work with you to set goals, plan treatments and create a discharge plan that meets your needs. Please tell your healthcare team if your goals and values are not being respected.

Your rights and responsibilities

As a patient, you have a right to receive high quality care, be free from discrimination and harm, be treated with compassion and respect, and to share your concerns and get answers to your questions. We have policies that protect you and our staff so that everyone is treated with dignity and respect.



For more information, see the [Patient Bill of Rights & Responsibilities](#) and our Partnership Pledge. You can get a copy from our Patient Experience Coordinator by contacting patientexperience@westpark.org or 416 243 3600 ext. 30140.

Support from family, friends and caregivers

It is important to have support. We encourage your family, friends or caregivers to be as involved as you would like them to be.

Patient relations

The Patient Experience Coordinator is here to help make your experience at West Park a positive one. You can contact patientexperience@westpark.org or 416 243 3600 ext. 30140 when:

- you have general questions or would like information about services at West Park
- you want to share your ideas or suggestions
- you have a compliment about our staff or services
- you have concerns about services or interactions with West Park staff or doctors.

Your Healthcare Team

A team of health professionals work together to care for you. Each profession has special skills. When you meet a healthcare team member, ask their name, what they do, and why they are seeing you. You might meet with medical students and others who are supervised by skilled West Park team members.

Below are some of the professions you may meet and how they may care for you.

Team members you may see regularly:

- **Chiroprapist**
Helps you manage foot care and lower limb disorders.
- **Clinical Coordinator**
Works with the team to coordinate your care and support you and the team.



If you have any questions or concerns about your care, please speak to your healthcare team

- **Clinical Service Manager**
Oversees the specialty clinic to ensure patients get good care.
- **Geriatrician**
Doctor specializing in older persons.
- **Nurse**
Helps to plan and provide your care and teaches you about your illness or injury.
- **Nurse Practitioner**
A specially qualified nurse who can order tests, prescribe medication and do health assessments.
- **Occupational Therapist**
Helps you plan how to safely do everyday activities such as eating, bathing and dressing. Assistants help you practice your therapies.
- **Pharmacist**
Makes sure you get the right medication.
- **Physiatrist**
Doctor specializing in rehabilitation.
- **Physiotherapist**
Helps you plan how to be more independent by building your strength, balance and coordination.



Located on Level 1, the spacious outpatient gym is fully equipped with exercise machines and therapy equipment to help with therapy.

- **Prosthetist and Orthotist**
Designs, fits and customizes devices like artificial limbs and braces to help you move better.
- **Rehab Assistant**
Helps you with exercises and activities to regain or maintain your strength and mobility.
- **Respiratory Therapist**
Addresses your breathing concerns.
- **Respirologist**
Doctor specializing in breathing.
- **Social Worker**
Helps you manage your feelings, relationships and money needs. They also help you find community resources and plan for when you leave West Park.
- **Speech-Language Pathologist (Suzanne)**
Helps you manage problems with talking or swallowing. Communicative Disorders Assistants may help you practice your therapy.

Keeping You Safe

Closed Circuit Television (CCTV)

CCTV cameras are found throughout the building for safety and security reasons.

Handwashing

Handwashing is one of the most important ways to stop the spread of germs. All healthcare providers, patients, and visitors should wash their hands with soap and water or hand sanitizer before and after providing care. You can remind your healthcare provider to wash their hands if you did not see it happen.

Patient identification

For your safety, our team will confirm your identity before providing any care. Expect to be asked your full name and date of birth often, and to have your unique medical record number checked regularly.

Preventing falls

Preventing falls is important to us. Some things we do to keep you safe is show you around the environment and check your risk of falling. We keep your paths clear, keep important things where you can reach them, and check in on you often. Please wear non-slip footwear in hospital. If you need assistance moving, please call for help.

Reporting abuse

Our Centre has zero tolerance for abuse, neglect, or harassment of patients by anyone, including staff, visitors, or family. If you experience or witness any kind of abuse, please tell a member of your healthcare team right away.

Abuse means someone using their power in a harmful way. It includes:

- Physical: Hurting someone with force (like pushing or slapping)
- Verbal: Using words to scare or control someone
- Financial: Taking or using a patient's money or belongings
- Cyber: Sending inappropriate messages or images online
- Spiritual: Using religion or beliefs to control someone
- Sexual: Unwanted touching or sexual behavior
- Harassment: Hurtful comments or actions
- Neglect: Failing to care for a patient's needs, whether on purpose or not.

Security

Security officers can assist with emergencies 24 hours a day, 7 days a week. You may contact them at 416 243 3600 ext. 44444. There are also blue emergency stations in the parking garage and outside on campus, which will connect you to security.

Scent-sensitive hospital

To prevent harm to people who suffer from respiratory difficulties, all our respiratory units and departments are scent-free. The rest of the hospital is scent sensitive, so please do not use strong scented products like deodorant, after-shave, hairspray, perfume, cologne and shampoo.

Smoke-free campus

West Park is a smoke-free campus. Smoking and vaping are prohibited in all buildings, including the Long-Term Care Centre and UHN Reactivation Care Centre, the underground parking garage and outdoor spaces. If you wish to smoke, please do so beyond the roadway past Recovery Road.

Amenities

Bank machine (Level 1)

An ATM machine is located on the main level right across from the Café.

Café and food (Level 1)

Second Cup and Freshii offer hot and cold foods, coffee and other drinks. Within the Café, there are accessible vending machines, microwaves and seating areas available 24 hours a day.

Internet

West Park has free wireless internet access available. Look for “WPHC-Guest” on your device’s Wi-Fi setting.



Café on Level 1

Parking

There is above ground and underground parking on campus. There are different parking payment options, such as a monthly parking pass and multi-day parking pass for frequent visitors. To register or for more information, please visit the Payment Office located next to the main lobby.

Payment Office (Level 1)

The Payment Office accepts payments for patient services and expenses. You can also register and inquire about different parking options that suits you.

Pharmasave (Level 1)

Prescriptions can be filled at Pharmasave. It also sells over-the-counter products, personal care items, snacks and drinks, cards, books and gift items.

Reflection Area (Level 1)

The Reflection Area is a multi-faith meditation room. There is also a Wudu basin next to it.

Salon (Level 3)

Patients can get a haircut, trim, colour and other hair services at the salon.

Therapy Pool (Level 1)

The salt water pool offers a space for gentle therapeutic exercises. It is reserved for patients having therapy decided by their treating therapists.

Washrooms

Most of the public washrooms are all-gender washrooms. For privacy, each stall has walls and doors that go from the floor to the ceiling, and there is a sink inside for most washrooms. To prevent the spread of infections, visitors should use public washrooms and not the washroom in a patient's room.

For More Information

- Visit the UHN website www.uhn.ca or West Park website westpark.org.
- Visit a UHN Patient and Family Library in person or online at https://www.uhn.ca/PatientsFamilies/Health_Information/Patient_Family_Education/Libraries
- Talk to your healthcare team members
- Learn about UHN's Patient Declaration of Values



A Compass for Our Care

UHN Patient Declaration of Values



Patients and families have told UHN what is most important to them when it comes to their care. From this feedback, **5 core values** have been developed.

These 5 values pave a path toward a culture of patient partnership and improved patient experience at UHN. They act as a compass for UHN staff to honour what is most important to the patients and families we serve.

Defining the values and related behaviours for Team UHN

These definitions were developed from what UHN patients and families said they value, and they are written from their perspective.

We, us, our, me mean patients and families.
You means members of Team UHN.



Respect and dignity



Empathy and compassion



Accountability



Transparency



Equity and partnership

Patient Experience



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