

**Here's how the South East Toronto Family Health Team helps to promote your health:**

- We help you understand the risk factors for diseases and we provide you with screening tests and follow-up.
- We find and treat health problems at the early stages when care is more effective.
- We help you manage chronic disease (teach you how to manage your condition better)
- We use the most recent technology to manage health records and information. This means that your health information will be secure when it is shared among health professionals.
- We work with patients and families to help you “navigate” the health care system. This helps to ensure that the care you receive is well-coordinated.
- We help you get access to the right service with the right provider at the right time!

**Hours of Operation**

**Call for an appointment: 416-469-6464**

**Monday to Thursday...8:00am to 8:00pm**

**Friday.....8:00am to 5:00pm**

**Saturday.....9:00am to 12:00pm**  
*(walk-in clinic: no appointment required)*

**What if I get sick outside of usual hours?**

**Call TeleHealth After Hours:  
1-866-553-7205**

The South East Toronto FHT offers an after-hours number to a TeleHealth Registered Nurse who will provide advice about your urgent health care concerns. This is done in consultation of one of our clinic physicians.

**Please DO NOT go to walk-in clinics.  
Call here or TeleHealth first.**

**If you have an emergency—go to the  
nearest Emergency Room**



# New Patient Information

**840 Coxwell Avenue, Suite 105  
Toronto, Ontario M4C 5T2  
T: 416-469-6464  
F: 416-469-6164**

*A leading academic Family Health Team that improves the health of our community*

## ***Our office policies***

- You must bring your Health Card and all medications with you to each visit.
- Although most of your appointments will be with the same primary care provider, sometimes your appointment will be with one of our other health care professionals.
- If lab results from tests are not normal, you may need a follow-up appointment. Our office will contact you if this is the case.
- We suggest that all members of your family have appointments with the same primary care provider.
- We will not prescribe any narcotic drugs or other drugs that can cause addiction on your first visit with us. We will only prescribe drugs of this type after we have done a full assessment and have reviewed your medical records.

### ***Building a stronger health care system***

Our Family Health Team is helping to build a stronger health care system. We make the health care system stronger by:

- giving you better access to doctors and other health care providers;
- reducing the time you must wait for services;
- taking pressure off hospitals and the health care budget by finding health problems early and giving you the right treatment; and
- reducing the load on hospital emergency rooms by giving you appointments during evening hours.

## ***Our agreement is with you***

- When you enroll with us, you become part of our roster (or list) of patients. This means that WE will attempt to provide you with all your usual medical care (and after-hours care). It means that YOU will attempt to get all your general care from us.
- As part of our agreement, you should not use walk-in clinics or go to other family doctors without telling us. This part of our agreement helps us keep track of all your health care needs.
- When you enroll with us, we will keep your medical records and personal information private, except as required by law.

### ***Your appointment with us***

- It is your responsibility to call for an appointment when you need it.
- You will be given medication that will last only until the time of your next appointment.
- When your prescription is almost finished, this is a signal that you should call for your next appointment.
- We will do our best to give you an appointment at the time you wish. If you have an urgent need, we may offer you an appointment with someone other than your usual health care provider.

***No-show policy: we request at least 48 hours cancellation notice unless it is a legitimate medical or personal emergency.***



A Family Health Team (FHT) is a new way for people in Ontario to get primary health care. Our team approach links your family doctor with other health care providers to give you the best possible care. The focus is on keeping you and your family healthy, not just treating you when you are sick.

Your care team consists of many members:

- Administrative/Clerical Team
- Care Navigator
- Chiroprapist
- Family Doctor
- Family Medicine Residents
- Mental Health/Addictions Counsellor
- Nurse Practitioner
- Pharmacist
- Registered Dietitian
- Registered Nurse
- Social Worker

Each of these health care workers plays a different role in your health care so you and your family can benefit from a well-rounded approach to health.

The South East Toronto Family Health Team strives to provide you the best possible care by using an interdisciplinary approach to meet the needs of the community.

For more information on Family Health Teams, you can visit:

Ministry of Health and Long-Term Care at <http://www.health.gov.on.ca>

Or call INFOline at 1-888-779-7767