

SOCIAL WORKER

Social Workers are professionals who help people develop skills that will help them solve problems in their own lives and in their community.

Social workers can help you:

- Name and understand the sources of stress in your life;
- Find ways to cope with and solve your problems;
- Refer you to other programs and counselling services; &
- Provide services such as:
 - Psychotherapy;
 - Stress management;
 - Anger management;
 - Grief (bereavement) counselling; &
 - Counselling for anxiety or depression.

Building a stronger health care system

At SETFHT, we are helping to build a stronger health care system by:

- giving you better access to physicians 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;
- reducing the load on hospital emergency rooms by giving you appointments during evening hours; &

Access to the right service by the right provider at the right time.



WHO IS YOUR HEALTH CARE TEAM ?



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

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THE SOUTH EAST TORONTO FAMILY HEALTH TEAM (SETFHT)

A Family Health Team (FHT) is a new way of providing primary health care to Ontarians. It is a team approach that brings together your family physician with other health care providers in order to provide you with the best possible care. The focus is on keeping you and your family healthy, not just treating you when you are sick.

Your primary health care team at SETFHT consists of many team members:

- Care Navigator
- Chiroprapist
- Family Physician
- Medical Resident
- Mental Health Addictions Counsellor
- Nurse Practitioner
- Pharmacist
- Physician Assistant
- Registered Dietitian
- Registered Nurse
- Social Worker

Your health care team also includes administrative and clinical support team members and health care professional students/interns.

Each member plays a different role in your health care needs and you and your family will benefit from a *comprehensive* approach to health care.

Access to the right service by the right provider at the right time

FAMILY PHYSICIAN

Your family physician is primarily responsible for providing comprehensive health care services for you and your family. Your physician works within a team of other physicians so if he/she is unavailable to see you, you will have access to other physicians. If you see another physician in the Family Health Team for treatment, your own physician will be able to see this in your medical chart so they will always be up-to-date about your medical condition.

Your physician also works with a team of health care providers who will work with you to provide you and your family with the best possible care.



MEDICAL RESIDENT

SETFHT is linked with the University of Toronto, Department of Family and Community Medicine and is a training site for medical students and residents. Medical residents have received their medical degree but work directly under the supervision of one of the clinic physicians while they complete their training in family medicine.

You may have a resident assigned to you as your physician or be given the choice of seeing a medical resident if your family physician is not available.

CARE NAVIGATOR

A Care Navigator can help you find your way through the health and social services systems. Your Care Navigator will help guide you to the resources that will help you and your family.



Some services your care navigator can assist you with may include:

- Linking you to community groups that provide transportation to medical appointments, grocery shopping, and other services;
- Giving you contacts to help you find housing (subsidized housing, affordable housing, or supportive housing); &
- Acting as your link to physicians, medical residents, all the members of our Family Health Team, hospitals, and community agencies.

CHIROPODIST

A Chiropractor is a health care provider that is trained to find, assess, treat and provide care of the foot.

Chiropractor treat:

- Flat feet, high arch feet and foot pain;
- Common foot problems such as corns, warts, ingrown toenails, or calluses;
- Foot deformities and misalignments; &
- Foot ulcers and wounds.

A chiropractor can also:

- Do a biomechanical assessment and gait analysis; and
- Provide custom-made foot orthotics.



MENTAL HEALTH ADDICTIONS COUNSELLOR

A Mental Health Addictions Counsellor offers counselling and support for people with mental health issues and addictions.



They also provide:

- Medical and mental health assessments and treatment;
- Information on addiction assessments, counselling, treatment and rehabilitation services;
- Testing to determine the recovery needs after substance abuse;
- Referring you to residential, community and day programs related to withdrawal; &
- Providing information on ways to reduce personal harm.

NURSE PRACTITIONER

A Nurse Practitioner is a Registered Nurse who has received additional university education to increase their ability to treat, diagnose, counsel and educate patients.



The Nurse Practitioner can also provide the answers and information you may need to better manage your health or condition.

You may request an appointment with one of our Nurse Practitioners at any time. You may also be offered an appointment with a Nurse Practitioner instead of your usual family physician if the physician is not available on the day you require an appointment.

PHARMACIST

Pharmacists are medication experts.

You should make an appointment to see the pharmacist if you:

- Have recently been in hospital and are now home again;
- have questions about your medications;
- Are taking 5 or more medications each day;
- Have a problem remembering to take medications each day (or a family member has this problem); and/or
- Are having problems paying for your medications.



PHYSICIAN ASSISTANT

A Physician Assistant is a skilled health care provider who works under the direct supervision of a licensed physician to provide patient care.

Some of the things that a Physician Assistant can do are:

- Take a medical history;
- Perform a physical exam;
- Diagnose and develop a clinical treatment plan;
- Order, perform and interpret diagnostic tests;
- Administer medication;
- Monitor patient progress and response to treatment; &
- Provide counselling on preventive health care.

REGISTERED DIETITIAN

A Registered Dietitian is an expert in nutrition and can provide you with advice, education, and plans that relate to both food and a healthy lifestyle.



Dietitians provide a wide range of services such as helping you:

- Lower your risk of developing certain diseases by making healthy food and lifestyle choices;
- Choose a healthy diet that will ensure you get the correct nutrients for your needs;
- Achieve and maintain a healthy body weight;
- Learn to read and understand food labels; &
- Make healthy food choices when you have special dietary needs or a medical

REGISTERED NURSE

Registered Nurses (RNs) work to promote good health and prevent illness. They work with your physician and other team members to provide you with education, treatment and support in managing your health.

Some examples of care that a RN can provide may include:

- Immunizations, allergy shots, TB testing and flu shots;
- Ear syringing, suture removal, dressing changes and blood pressure checks;
- Self management education for conditions such as diabetes, COPD and osteoporosis; &
- Coordinate your care with all health care providers within the team.