



## Welcome to the Toronto Western Family Health Team

We are a team of healthcare providers who work together to provide comprehensive primary health care. Your primary care provider may be a [physician](#), [nurse practitioner](#) or a [medical resident](#).

Your primary care provider (PCP) may refer you to other health care providers within our clinic depending on your health needs. Our interprofessional team includes chiropractors, dietitians, pharmacists, a physiotherapist, an occupational therapist, registered nurses, a respiratory therapist, and social workers. [Click here](#) to learn more about our interprofessional healthcare providers.

We ask you to read through important clinic information you need to be aware prior to joining the TW FHT. Our website, [www.twfht.ca](http://www.twfht.ca), will have the most up to date information that is important for you to know (including our locations, directions, how to contact us, clinic processes and health education/workshops)

### Important Clinic Information

#### Patient Enrolment Form

You will be asked to sign the [Patient Enrolment and Consent to Release Personal Information Form](#) when you check in at your New Patient Appointment. **This is required to join the TW FHT.**

The TW FHT is a group-based practice based on patient enrolment and comprehensive care. All patients at the TW FHT must be enrolled with a staff physician, regardless of PCP. By signing this form, you commit to seek treatment from your physician or a primary care provider at the TW FHT, who in turn agrees to provide comprehensive care to enrolled patients. You should not go to walk-in clinics for your care as there is a financial penalty to your physician if you do this.

#### Bring your valid OHIP card to every visit

You must bring your valid Ontario Health Insurance Plan (OHIP) card with you to each and every visit.

- To renew your existing OHIP card, visit the [ServiceOntario](#) website.
- If you do not have a valid OHIP card, you will have to pay for your visit before your appointment when you register **(\$60.00 for a regular appointment and \$120.00 for a health exam or other visit)**. Please be aware that UHN may also charge you an additional fee if you do not have health insurance.





### How to book an appointment

There are 2 ways you can book an appointment:

1. Through the website [twfht.ca](http://twfht.ca) and select 'Book an appointment with your primary care provider':
2. Call our clinic at [416.603.5888](tel:416.603.5888), and book with a receptionist

*Please note: appointments booked online are secure.*

Although we offer in-person, phone, and virtual appointment types, all new medical issues must be booked as an in-person clinic appointment. New medical issues are better addressed as an in-person visit so that your provider can give you the best standard of care

Your appointments should be with your PCP. We do offer a number of options with other providers for urgent health needs if your PCP is not available.

### How to cancel an appointment

To cancel an appointment:

1. If you booked your appointment online, you can cancel your appointment using the link in the email confirmation.
2. Call our clinic at [416.603.5888](tel:416.603.5888) and leave a message on our voicemail clearly stating:
  - your name and contact number
  - your appointment date and time
  - who your appointment is with

As a courtesy, we send appointment reminders to the email address we have on file.

We require 24 hours' notice for any appointment cancellation. If you do not cancel your appointment or do not show up to your appointment you will be charge a missed appointment fee:

- \$30.00 for a regular visit
- \$60.00 for a health exam or other visit

### Hours of Operation

Our regular office hours are:

- Monday 9:00 am – 8:00 pm
- Tuesday 9:00 am – 8:00 pm
- Wednesday 1:30 pm – 8:00 pm \*\* closed in the morning\*\*
- Thursday 9:00 am – 8:00 pm
- Friday 9:00 am – 5:00 pm

Please visit [our website](http://our website) for changes to clinic hours on holidays.





### Urgent Care Clinics

We recognize that urgent medical issues can arise outside of our regular office hours. The TW FHT Garrison Creek site offers an Urgent Care Clinic on Saturdays. Visit our website for more information about our [Urgent Care Clinic](#).

Urgent Care Clinic Hours (Garrison Creek site)

- Saturday 9:00 am – 3:00 pm

### Email communication

Email is often the best way for us to communicate important information to you. Make sure our emails are not directed to your junk mail. Emails from us will either be from:

- [noreply@fhtsolutions.com](mailto:noreply@fhtsolutions.com)
- [noreply@cognisantmd.com](mailto:noreply@cognisantmd.com)

Please check your email often, as you may miss important information from your provider such as:

- Appointment booking links
- Specialist appointment information
- Appointment reminders
- Bloodwork and diagnostic testing requisitions
- Test results and follow-up instructions

There are several online options available for you to communicate with us. These include:

- Booking appointments
- Updating your OHIP card information
- Submitting a photo or document
- Updating your vaccination record

### Prescription refills

It is important that you participate in your care by knowing in advance that you need to renew a prescription. Please do not leave it until you run out of medication.

- For a prescription refill, **contact your pharmacy**, who will then send the prescription renewal request directly to your PCP.
- We respond to these requests within 2 to 3 business days, either by sending the new prescription or letting you know that you need to have an appointment with your PCP.

If you need a medication more urgently ask your pharmacist to “bridge” your medication. They can dispense enough medication to you until they receive the new prescription.

- *Do not call the clinic asking for prescription renewals or updates.* Renewal requests go directly to your PCP.





### **Non-OHIP covered services (patient pay services)**

Non-OHIP covered services are those services provided to patients that are not covered by the Ontario Health Insurance Plan (OHIP). The Ministry of Ontario covers all insured medically necessary services provided by physicians, however, it does not pay for services that are not medically necessary. You may be reimbursed for your costs by your insurance provider, if you have one. To learn more about non-insured services, visit [our website](#).

### **Translation services**

We provide qualified medical interpreters at no charge to you if you prefer to speak with your health care team in your first language. Our interpreters work in more than 180 languages, including American Sign Language (ASL). Interpreters are available in person and over the phone.

### **Health programs and services**

We offer a variety of programs and services that are led by our team of health care professionals. These programs and services are available to all patients of the family health team and offer a unique and tailored health care plan to improve your health.

Some programs need a referral from your PCP and others you can sign up for yourself.

In addition to these programs, we offer free health education workshops throughout the year (both in person and virtual). Visit our website and view our [Programs and Workshops Calendar](#) for more information

### **Register with myUHN**

myUHN is a secure portal for patients of University Health Network (UHN). myUHN lets you safely see your test results from all UHN sites as soon as they are ready. It also includes Ontario lab results from over 150 hospitals and health labs. You will be able to see your appointment details for many of the specialists we refer to at UHN. We highly recommend that you set up an account.

[Click here](#) to learn more and to register.



#### Code of Conduct

UHN is committed to an environment where all persons are treated with respect, dignity and equitable treatment. Words or actions that make others feel threatened or demeaned will not be tolerated and decisive action will be taken to protect patients and staff.

[Click here](#) to learn more.

#### Academic Mandate

UHN is one of the largest research and teaching hospital networks in Canada. The TW FHT is affiliated with the UHN Department of Family and Community Medicine as an academic teaching site. We train University of Toronto medical students and medical residents, in addition to other health professions students. You may see a student or resident during your visit with us, or you may have a resident as your provider.

You will be asked to sign a consent form at your New Patient Appointment. Click [here](#)

### Important Information about the Ministry of Health (MOH)

#### 1. The MOH now expects family physicians to provide a specific, minimum number of appointments per week.

##### This means that:

- ✓ The majority of appointments with your physician will be 15 minutes long
- ✓ It is best if there is one issue per visit. If you have multiple issues, you may need to book additional appointments so that we can give each issue the attention and care it deserves.
- ✓ Periodic health exams ("physicals"): Your PCP can provide guidance as to how often you should be seen (based on your age and health history). Annual physicals are no longer recommended for most people.
- ✓ Make every effort to be here 10 minutes before your appointment time. If you are late, you may not be seen and may need to reschedule.





**2. Most visits should be in-person.**

- ✓ Seeing you in person for new medical issues allows us to do more thorough assessments. Virtual visits are at the discretion of your PCP and will most often be for following up on an existing issue.

**3. As part of enrollment, the MOH encourages patient to see their own PCP at the TW FHT.**

- ✓ Other than issues that are serious enough to warrant a visit to the Emergency Department, please make every effort to attend the TW FHT for your primary care needs.
- ✓ We offer same-week and same-day appointments in our team to accommodate any urgent concerns. We are also open for extended hours into the evenings and weekends and provide telephone on-call coverage as well. Please visit our website for details.
- ✓ A repeated, sustained pattern of visits to other primary care providers (especially walk-in clinics) may result in your PCP having a discussion with you about whether the TW FHT is the right fit for you.

We hope the above review is helpful. Although it may sound prescriptive, we are working as hard as we possibly can to continue to provide you with high-quality, personalized and sensitive care within the Ontario health care system.

We value our relationship with you tremendously and look forward to caring for you and your family to the best of our ability for many years to come.

