

Our Home Visit Team will...

- Provide patients with appropriate care, in the comfort of their home.
- Work as a team to keep you and your family healthy.
- Use information technology to give health care providers access to your health information in a safe, timely and effective way.
- Arrange for routine follow-up visits approximately every 2-12 weeks depending on the patient's level of stability.
- Use e-mail as one of our forms of communicating with you regarding future appointments, health information, programs available and reminders about your health care. An electronic consent form will have to be signed by the patient or Substitute Decision Maker (SDM).



ST JOSEPH'S

HEALTH CENTRE TORONTO

We have two Locations:

30 The Queensway (Ground floor Main Building East entrance)
(416) 530.6860

27 Roncesvalles Avenue, Suite 101
(416) 530.6947

Please note the following:

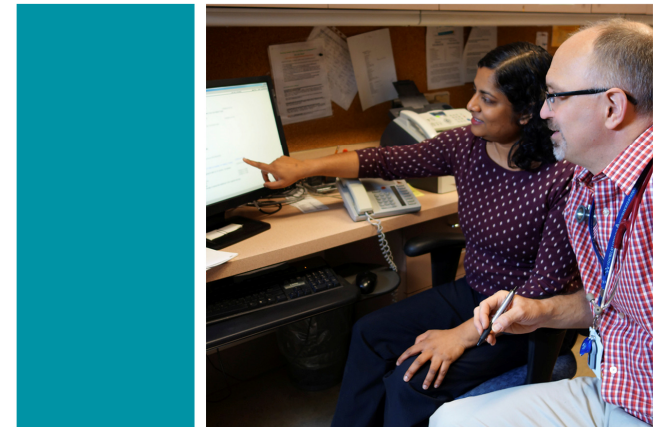
Due to limitations in staffing, we are **not able** to provide an Oncall emergency service or urgent homevisits - patients requiring acute medical assessment and attention may need to be brought to their local emergency room

After Hours 17:00hrs to 9:00am including Weekends and Holidays

If patients require assessment for less urgent conditions and your doctor is not available, consideration may also be given to contacting Med Visit™ for a home visit

This is an information resource only, and is not to be used or relied on for any diagnostic or treatment purposes. **Please talk to your health care provider before making any health care decisions or for guidance about a specific medical condition.**

St. Joseph's Health Centre Family Medicine Centre/ Urban Family Health Team



Home Visit Program

What is Our Home Visiting (HV) Program?

Our goal is to provide primary care services and preventative services to stable and frail elderly home-bound patients enrolled with our Family Medicine/Urban Family Health Team and living within the local catchment area of SJHC.

Who is included in HV Program?

- Patients who require primary care services in order to prevent further deterioration or hospitalization and to manage their chronic disease
- Patients who do have some social supports in place
- Patients who have limited or chronic mobility issues
- Patients with life expectancy of over a year
- Patients who do not necessarily have LHIN- Home & Community Care involvement in place
- Patients who meet the above mentioned considerations and who live within the local catchment area of SJHC

Who is Going to see me?

The physician identified is your primary family doctor.

The doctor (MD)/ resident MD or nurse practitioner (NP) and your caregiver substitute or decision maker will talk with you about your medical, social and emotional needs, in the context of your home.

This is the doctor who will usually visit you; however, other interprofessional team members may join in at any given time based on your needs.

What is the catchment area for our HV Program?

We visit patients living in the area surrounding St Joe's, and are limited by:

- Bloor St/ Annette/Dupont to the North
- Lakeshore to the South
- Ossington to the East
- Islington to the West

What are the Home Visiting Hours?

Monday to Friday
9:00am to 17:00pm

**To contact our Home Visiting Program call:
416-530- 6860**

Telephone advice for emergency purposes may be provided by the Resident and Family Doctor on Call, please dial:

416-530- 6860 press "0" and ask for the Family Medicine Physician on Call.

While we do our best to respond promptly to your calls, in some cases it may take 3-4 hours for a response. If you have a regular homevisiting nurse from the LHIN Home and Community Care, please call her/him first to request a visit, they will connect with your Home Visit physician, as necessary.

If at any time you feel you need more urgent assistance, please dial 911 or go to the nearest emergency department.

Other Useful Contacts:

Telephone Health Advisory (THAS)

1-866-553-7205

Toronto Central Local Health Integration Network

416-506-9888

Toronto Public Health

416-338-7600

www.Toronto.ca/health

What we require:

Translation or interpretation services for the home visit will have to be provided by the patient's family members.