



East Wellington  
Family Health Team

# PATIENT INFORMATION PACKAGE

EWFHT Website: [ewfht.ca](http://ewfht.ca)

## Erin Clinic

6 Thompson Crescent  
Unit 1  
Erin ON N0B 1T0  
**Phone: 519 833  
9396**  
**Fax: 519 833 9838**

## Rockwood Clinic

175 Alma Street, Box 340  
Unit A  
Rockwood ON N0B 2K0  
**Phone: 519 856 4611**  
**Fax: 519 856 4612**

## Email:

- For medical inquiries and/or information regarding your clinical care, email us via [ewfht.ca](http://ewfht.ca) and select "Secure Email Portal"
- For business inquiries, email us at: [info@ewfht.ca](mailto:info@ewfht.ca)

## Welcome to the East Wellington Family Health Team!

Much thought and effort has gone into the creation of this Patient Information Package for you our patients, with the view of providing the information you need to get the most out of your interactions with our Team.

Patient-centered care is a core value of the East Wellington Family Health Team. We constantly ask ourselves, "What is best for the patient". After years of serving the people of East Wellington, we have developed processes and procedures that help us serve patients as efficiently as possible. These processes are largely built on patient and staff feedback, in addition to provincial quality improvement recommendations. They are not perfect and you may sometimes question why we do things a certain way. When this happens, we invite you to direct your questions to us in a respectful manner by either calling our clinics or asking to speak to a manager, or by emailing us at [info@ewfht.ca](mailto:info@ewfht.ca) we will always respond.

Health care is a partnership between the patient and his or her health care team. We strive to provide care in which patient preferences, values, cultural traditions, and socioeconomic conditions are respected. We invite you, the patient, to engage fully with your care team so that we have the information and relationships that are critical in helping you to be your healthiest self. We look forward to working with you.

Yours in good care,



Alicia Atkinson  
Executive Director



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## What Is A Family Health Team?

A Family Health Team is a team of Professionals that brings together family doctors with other Health Care providers in order to coordinate the best possible care for Patients. Everyone on the team works together to meet your needs. Their focus is on keeping you and your family healthy, not just treating you when you are sick.

Our Family Health Team comprises of Physicians, a Clinical Team, IT Support, and an Administrative Team working in two Clinic locations. Our Clinical Team of Health Professionals includes, Nursing, Addiction staff, Out Reach workers, a Lower Back Pain Team, and an Allied Team.

The Allied Team is comprised of a Registered Dietitian/Diabetes Educator, a Registered Nurse/Diabetes Educator, Mental Health Therapists, an Occupational Therapist and a Registered Dietitian.

EWFHT is also designated as an Integrated Primary Care Team. The use of the word “team” recognizes the above-mentioned supports available to you, as deemed appropriate by your physician. It does not mean that you are able to see any physician on the team when your doctor is absent for illness or vacation. While you may see another doctor occasionally in exceptional circumstances, as a general rule, you will be scheduled with your own doctor only.

## Appointments

### Clinic Hours

Our clinic hours are Monday to Friday 8:30 am – 4:00 pm daily. The phone lines are open from 9:00 am – 1:00 pm *and* 2:00 pm to 4:00 pm. Evening clinics are available at each location as follows:

**Erin Evening Clinic Hours** - Mondays, Wednesdays, Thursdays

**Rockwood Evening Clinic Hours** - Mondays, Thursday

During the evening clinic hours the phone lines are open from 5:00 pm – 8:00 pm. Detailed information regarding EWFHT Clinic Hours can be reviewed on the EWFHT website [www.ewfht.ca](http://www.ewfht.ca).

[https://www.ewfht.ca/displayPage.php?page=BookingAppointments#page\\_BookingAppointments](https://www.ewfht.ca/displayPage.php?page=BookingAppointments#page_BookingAppointments)

### Schedule an Appointment

You can book an appointment to see your Physician either in the clinic, or virtually. Virtual appointments can be attended via a Video Visit or a Phone Visit. Appointments

can be booked online via our website, by email, or by calling the clinic directly. Certain Medical appointments can only be scheduled by contacting the office directly as they require extra time and a Nurse. To book into our Nursing Clinic or with a member of our Allied Team, please contact the clinic directly for assistance. For acute/urgent matters contact the clinic directly, this may include suspected urinary tract infections (UTIs), fever for longer than 24 hours, shingles, etc. For medical emergencies call 911.

***Please be advised that COVID - 19 masking protocols remain in place for all in office visits.***

## Cancel an Appointment

If you need to cancel or change an appointment, please provide 24hrs notice as this allows time to offer your appointment time to another patient. Please contact the office and leave a message in the cancellation mailbox. Messages left in the cancellation line mailbox that do not pertain to an appointment cancellation **will not** be returned. Please be advised that no-show appointment fees are \$90.00 for a 15-minute appointment, and \$200.00 for a 30-minute appointment.

Please **DO NOT** leave messages requesting appointments with your Physician. Appointments with your Physician can be scheduled or rescheduled by speaking directly with an Administrator, or via the Online Booking button on the EWFHT website [www.ewfht.ca](http://www.ewfht.ca).

[https://www.ewfht.ca/displayPage.php?page=OnlineBooking2#page\\_OnlineBooking2](https://www.ewfht.ca/displayPage.php?page=OnlineBooking2#page_OnlineBooking2)

If you wish to reschedule an appointment with one of our Clinical Team you may speak directly with an Administrator, or send an email.

## Saturday Acute Care Clinic

Only for EWFHT patients with **ACUTE** medical concerns. This clinic is NOT a Walk-in Clinic, and an appointment must be scheduled by calling the clinic on Saturday morning. The phone lines open at 8:30 am and appointments are scheduled from 9:30 am – 12:15 pm. For non-acute patient concerns, including test results, follow-ups for ongoing medical concerns, discussions regarding prescription renewals, etc., please make an appointment with your Physician. Remember for urgent medical emergencies please call 911.

## Periodic Health Visits and Preventative Care

Rethinking our annual Physicals... Why rethink? There is no scientific evidence that giving people an annual check-up actually prevents disease, and saves more lives.

Doing the same screening tests every year, on everybody, often means over-testing low risk people and under-testing those at higher risk of certain diseases.

Blanket screening of all patients every year, regardless of whether they have symptoms or risk factors, is not scientifically proven to be helpful. Of course, if symptoms are present, that is another story – you must talk to your Doctor.

The Solution: Customized care. Instead of running the same tests on everybody every year, we recommend moving to a Periodic Health Review and more focused testing that takes into account your unique risk factors, age lifestyle and so on.

What's the best approach for you? It's not about more testing, but rather maintaining a good relationship with your doctor. Having open conversations, partnering around prevention, and trying to make positive changes are critical to making the most of preventive visits with your family doctor.

~ Dr. Rabia Khan, Lead Physician

## **Our Commitment to Privacy and Confidentiality**

Protecting the Privacy and the Confidentiality of your personal information is an important aspect of the East Wellington Family Health Team (EWFHT) operations. The appropriate collection, use, and disclosure of patients' personal health information are fundamental to our day-to-day operations and to your Circle of Care. Additionally, the appropriate collection of information is required by law. We strive to provide you with excellent medical care and service, which includes treating your personal information with respect. Each member and employee of the practice must abide by our commitment to privacy in the handling of personal information.

### **Transfer of Records**

For patients wishing to transfer their records to EWFHT and for patients leaving EWFHT, a records request form must be completed providing your consent. To expedite the transfer of your medical records, please print and complete, including the required signature, one of the following forms and return to the office in a scanned a PDF in printable format located on the EWFHT website [www.ewfht.ca](http://www.ewfht.ca)

**[Medical Release - New Patients Transferring to EWFHT Revised Jun 2021.pdf](#)**

**[Medical Release - Patients Leaving EWFHT Revised Jun 2021.pdf](#)**

### **Consent to Disclose Medical Information**

It is common for a spouse or partner to arrange appointments for their family members, or for a parent/guardian to assist with the Health care needs of adult family

members, or for children age 14 and older, whom have aged beyond Pediatric Consent. However, after age 14, in order for us to be able to share *ANY* personal health information regarding the patient – this can even include something like an appointment time – there needs to be explicit consent documented in the patient’s chart. This consent is called Authorized Disclosure and Pursuant to the Personal Health Information Act, 2004 (PHIPA) Consent to Authorize Disclosure of Medical Information must be documented in the Patient’s chart to allow communications regarding the patient. This is easy to do, if your child/spouse/other wants you to be able access their health information in order to be able to facilitate communication with our clinics, they need only advise us of their wishes by contacting our reception staff, notifying their doctor to have the Consent Documented, or completing the required forms. Additional information and the required forms can be located on the EWFHT website [www.ewfht.ca](http://www.ewfht.ca) and select “*Privacy: Consent: Rights*”.

[https://www.ewfht.ca/displayPage.php?page=ConsentTransferofRecords#page\\_ConsentTransferofRecords](https://www.ewfht.ca/displayPage.php?page=ConsentTransferofRecords#page_ConsentTransferofRecords)

## Pediatric Consent

Pediatric Consent allows a parent/guardian to act on behalf of a child until the child ages out of the Pediatric Consent, age 14. When the child has aged beyond Pediatric Consent, in order for us to be able share *ANY* personal health information, including appointment information, there needs to be documentation of Consent in the child’s/patient’s chart. The patient must provide authorization to release medical information to the parent/guardian. The information must include their name, telephone number, and their relationship to the patient. The parent/guardian does not need to be a patient of EWFHT. This consent is called Authorized Disclosure and Pursuant to the Personal Health Information Act, 2004 (PHIPA) Consent to Authorize Disclosure of Medical Information must be documented in the Patients chart to allow communications regarding you/the patients. Please be prepared for staff to communicate with the patient regarding any change to the authorized consent.

*If you have given us permission to share your health information with someone, please know that this consent remains in your chart until you instruct us otherwise. If you would like to remove this permission, please speak with your doctor or reception staff. Protecting your privacy and confidentiality is a top priority.*

## Email Consent

Privacy Law dictates that Email Consent is required for Patients to communicate via email with the EWFHT. Our system only allows one email address per patient to be listed on the Patients chart. Please visit our website [www.ewfht.ca](http://www.ewfht.ca) and select **Email Consent** button to access the Patient Email Communication Agreement. This will enable you to add or update your email address online, or you may also contact the



office directly. When possible, please provide us with an email address that is unique to you. While you are able to enter a family or household email address, if doing so you are accepting the fact that family members will have access to communications from your care team.

A parent/guardian may provide email consent on behalf of a child under age 14 by confirming they have read and agree to the terms, and agree that communication with EWFHT via email is for the purpose of clinical care of the named child. The parent/guardian must provide their name and telephone number, relationship to the child, and the email address to be used. The parent does not need to be a patient of the EWFHT. This will apply to the Caregivers of Adult Family members as long as the Authorized Disclosure, and the Email Consent are both documented in the Chart. When a child ages out of Pediatric Consent the email consent will automatically be removed from the chart and the patient will be required to visit [www.ewfht.ca](http://www.ewfht.ca) and select the **Email Consent** button to update the Patient Email Communication Agreement, or may contact the office directly.

<https://www.ewfht.ca/displayPage.php?page=EmailConsentForm>

*Please note email should not be used for medical emergencies or other time sensitive matters. For urgent matters, please call the clinic directly. This may include urinary tract infections (UTIs), fever for longer than 24 hours, shingles, etc. For medical emergencies call 911. We appreciate your patience as we manage a high volume of communications. The EWFHT has over 12,000 patients. Although we strive to respond to emails within 2 business days, we cannot guarantee that any particular email will be read and responded to within any particular period of time. If you send us an email and do not hear back within 2 business days please contact the office directly.*

## **Email Communication**

### **Methods of Email Communication:**

- Patient Initiated Secure Email Messages via [www.ewfht.ca](http://www.ewfht.ca) and select "Secure Email Portal"
- Clinician initiated Secure Email Messages via Ocean Secure Portal
- For general, non-medical inquiries, email us at: [info@ewfht.ca](mailto:info@ewfht.ca)

*Always include your/the patient's full name and Date of Birth in the Subject Line when corresponding by email to the @ewfht.ca email address options. Ensure that the EWFHT email address is listed as a "safe sender" on your device as this will help to keep the emails out of your spam/Junk mail folder. A "Safe Sender" is listed on your devices "Whitelist". You can search "How to White list an email address" as it applies to your email account e.g. Gmail, Yahoo, etc. and add both EWFHT email contact address*

*and the TELUS platform email. You will receive a link via TELUS for Video visit appointments.*

### **Secure Email Messaging**

Secure Email Messaging allows you to email your Clinician directly within a platform we use called "Ocean" that provides a Secure Messaging Portal. To send/initiate a Secure Message visit the EWFHT website [www.ewfht.ca](http://www.ewfht.ca) and select "Secure Email Portal and Add Attachments Here" button. The Secure Email Portal requires you to enter your/the patients' Health Card number and Birthdate. This will be your Patient identifier and is required to direct the message to your specific chart, and to offer enhanced security for the transmission of your communication. When communicating on behalf of someone else, the intended patient information must be provided and consent must be documented in your/the Patient's chart. When receiving Secure Email Message communications from the EWFHT you will be required to enter your date of Birth as enhanced Security for the receipt of the communication.

#### ***Here are some things you can email us about:***

- Update personal contact information (telephone number, address, etc.)
- Changes/updates to your Health Card
- Appointment Requests that are not urgent, or time-sensitive
- To ask about the date, time or location of referral appointments or scheduled tests/imaging
- Requests for notes or forms
- To send in forms for work or insurance companies. Please complete all of the required patient information including your signature and email in a PDF printable format for your clinician to review.
- Information about billings for uninsured services, requesting invoices. Please DO NOT send payment information via email
- Inquiries about test results and Screening tests
- Follow-up relating to chronic disease management
- Simple questions about medications that have previously been prescribed. Please note, medications cannot be prescribed via email
- Questions regarding medical concerns. Only send photos when requested by your clinician.
- Requests for, or questions regarding Immunization records

#### ***Here are some things we can email you about:***

- Responses to your emails
- Appointment Reminders
- Appointment cancelations with re-scheduling requirements

- Notifications about tests or appointments that your Clinician is recommending
- Web link for Video Visits (*via a TELUS link*)
- Labs, Tests and Diagnostic Imaging requisitions
- Preventative care communications (*e.g. reminders for routine cancer screenings, flu shots and other vaccination clinics*)
- Free Healthy Living workshops offered monthly by EWFHT
- Notification of unexpected office closures

***Email Do's and Don'ts:***

- Do not use email for urgent matters, contact the office directly
- Do not email for frivolous or commercial purposes
- Do not send messages conveying anger, sarcasm, and harsh criticism
- Please avoid jokes, gratuitous comments and libelous references
- Do not request medical advice for anyone other than yourself.

If you are communicating on behalf of another patient Authorized Disclosure of Medical Information, and Email Communication consent will be required to be documented in the patients chart. Further information regarding Authorized Disclosure and Email Consent visit [www.ewfht.ca](http://www.ewfht.ca).

[www.ewfht.ca/displayPage.php?page=ConsentTransferofRecords](http://www.ewfht.ca/displayPage.php?page=ConsentTransferofRecords)

**Privacy Policy**

**Applicability of This Privacy Policy**

Our Privacy Policy informs you of our commitment to privacy and tells you the ways we ensure that your privacy is protected. Our Privacy Policy applies to protect the personal health information of all our patients that are in our possession and control.

**What is Personal Health Information?**

Personal health information means identifying information about an individual relating to their physical or mental health (including medical history), the providing of health care to the individual, payments or eligibility for health care, organ and tissue donation and health number.

**The 10 Principles of Privacy**

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

***1. Accountability***

We take our commitment to securing your privacy very seriously. Each physician and employee associated with the EWFHT is responsible for the personal information under

his/her control. Our employees are informed about the importance of privacy and receive information periodically to update them about our Privacy Policy and related issues. In addition to establishing this Privacy Policy, we have appointed our Executive Director as the person responsible for all privacy matters.

## ***2. Identifying Purposes: Why We Collect Information***

We ask you for information to establish a relationship and serve your medical needs. We obtain most of our information about you directly from you, or from other health practitioners whom you have seen and authorized to disclose to us. You are entitled to know how we use your information and this is described in the Privacy Statement posted at the end of this document. We will limit the information we collect to what we need for those purposes, and we will use it only for those purposes. We will obtain your consent if we wish to use your information for any other purpose.

## ***3. Consent***

You have the right to determine how your personal health information is used and disclosed. For most health care purposes, your consent is implied as a result of your consent to treatment. However, in some circumstances your consent, sometimes written, may be required. (*EWFHT Privacy Policy updated May 2012*)

## ***4. Limiting Collection***

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the provision of your medical care.

## ***5. Limiting Use, Disclosure, and Retention***

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope of the posted Privacy Statement. Under no circumstances do we sell patient lists or other personal information to third parties. There are some types of disclosure of your personal health information that may occur as part of the EWFHT fulfilling its routine obligations and/or clinical management. This includes consultants and suppliers to the Practice, on the understanding that they abide by our Privacy Policy, and only to the extent necessary to allow them to provide business services or support to this Practice. We will retain your information only for the time it is required for the purposes we describe and once your personal information is no longer required, it will be destroyed. However, due to our ongoing exposure to potential claims, some information is kept for a longer period. Medical records are kept for at least 10 years.

## ***6. Accuracy***

We endeavor to ensure that all decisions involving your personal information are based on accurate and timely information. While we will do our best to base our decisions on

accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

### ***7. Safeguards: Protecting Your Information***

We protect your information with appropriate safeguards and security measures. The EWFHT maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite at our Erin Clinical office. Access to personal information will be authorized only for the physicians and employees associated with the EWFHT, and other agents who require access in the performance of their duties, and to those otherwise authorized by law. We provide information to health care providers acting on your behalf, on the understanding that they are also bound by law and ethics to safeguard your privacy. Other organizations and agents must agree to abide by our Privacy Policy and may be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services. Our computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases. If you send us an e-mail message that includes personal information, such as your name included in the "address", we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

### ***8. Openness: Keeping You Informed***

The EWFHT has prepared this plain-language Privacy Policy to keep you informed. You may ask to receive a copy of it from any of the front desk receptionists. If you have any additional questions or concerns about privacy, we invite you to contact us and we will address your concerns to the best of our ability.

### ***9. Access and Correction***

With limited exceptions, we will give you access to the information we retain about you within 30 days, upon presentation of a written request and satisfactory identification. We may charge you a fee for this service and if so, we will give you notice in advance of processing your request. If you find errors of fact in your personal health information, please notify us as soon as possible and we will make the appropriate corrections. We are not required to correct information relating to clinical observations or opinions made in good faith. You have a right to append a short statement of

disagreement to your record if we refuse to make a requested change. If we deny your request for access to your personal information, we will advise you in writing of the reason for the refusal and you may then challenge our decision.

### ***10. Challenging Compliance***

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information. In most cases, an issue is resolved simply by telling us about it and discussing it.

#### ***You can reach us at:***

East Wellington Family Health Team  
6 Thompson Cr., Unit 1  
Erin, ON N0B 1T0  
Phone: 519-833-7576 ext. 350  
Fax: 519-833-0343  
[info@ewfht.ca](mailto:info@ewfht.ca)

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, we will provide information on other complaint procedures that may be available to you.

#### **Conclusion**

Any changes to our Privacy Policy shall be acknowledged in this Privacy Policy in a timely manner.

## **Accessibility**

The East Wellington Family Health Team (EWFHT) is committed to excellence in serving all Patients and Care Givers, including people with disabilities.

***Assistive Devices*** - we will ensure that our staff are trained and familiar with various assistive devices we have onsite or that we provide that may be used by patients, caregivers, and customers with disabilities while accessing our good or services.

***Communication*** – we will communicate with people with disabilities in ways that take into account their disability.

***Service Animals*** – we welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

**Support Persons** – a person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at either the Erin or Rockwood medical clinics, the EWFHT will notify customers promptly. The notice will be placed on the doors of the clinic, on our clinics' phone messages, and if the internet is not down, on our EWFHT website [www.ewfht.ca](http://www.ewfht.ca)

<https://www.ewfht.ca>

## Training

The EWFHT will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

This training will be provided to staff after they are hired. As well, all staff will receive training when changes are made to your accessible customer service plan.

### ***Training will include:***

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The EWFHT's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the automatic door openers and exam bed lifts available on-site that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the EWFHT's clinic.

## Scent free

EWFHT is committed to providing a scent-free environment. We request that all staff, volunteers, patients and visitors respect the health of others and use unscented/fragrance free personal care products.

## **Patient Rights and Responsibilities**

Please keep in mind that harassing, abusing or bullying any member of our team – in person, on the phone, via email or on Social media- may result in ending our care relationship with you.

## Rights

### **As a Patient you have a right to:**

- Be treated with dignity, respect and courtesy
- Receive a thorough evaluation by knowledgeable providers and screening tools of high standards that facilitate disease detection
- Obtain from the Physician complete information concerning the diagnosis, treatment, and prognosis
- Receive responsible and responsive medical care and treatment
- Receive necessary information from the Physician such as long-term effects, side effects etc. before giving any prior consent to a medical procedure and/or treatment
- Be informed about how much time treatment will take
- Be informed about any costs of treatment, not covered by OHIP
- Refuse the suggested treatment and be informed of the medical consequences thereof
- Received evaluation and treatment in confidence and privacy, including in all written and electronic records, during the case discussion, consultation, examination and treatment except where reporting is required by Law
- Review your medical records; receive a copy of your medical records and other health-information documents
- Make decisions about your medical care including giving informed consent prior to any medical intervention; and receive information about any proposed treatment, procedure, or medication you will need to enable such informed consent or to refuse a course of treatment

## Responsibilities

### **As a Patient you are responsible for:**

- Treating all staff of the EWFHT with respect; this includes Administrative staff, Physicians, Nurses, Allied and Outreach Staff
- Providing the Physician with accurate and complete information about your medical history, past illnesses, allergies, hospitalizations, and medications
- Reporting changes in your condition
- Asking for clarity if the Physician's prescription and or diagnosis seem unclear
- Following the Physician and /or Clinicians treatment plan
- Establishing realistic expectations of what that Physician can do for you



- Helping your Physician help you; if something isn't working, be clear and the doctor can advise alternative care
- Respectfully communicating any dissatisfaction with services, utilizing established complaint procedures
- Participating actively in your own medical care, partnering with your care provider to achieve positive outcomes.
- Paying your non OHIP billable invoices promptly
- Using the premises of the EWFHT only for the purposes of receiving Primary Healthcare Services

**Should a breach of any of these occur, depending on the severity of the actions, any or all of the following may be carried out:**

- A consultation with the Physician in an effort to resolve a difficulty
- A consultation with one or more members of the EWFHT Management Team
- Immediate discharge from EWFHT services; in this case, care for urgent needs will be communicated to you

## Providing Feedback

We ask patients or families who have problems, complaints or concerns to follow the process described below. These steps ensure patients first seek assistance from staff members who are most familiar with their care, and who can provide additional options if needed:

1. Please speak with the members of your Healthcare Team first. Usually, they can quickly resolve most issues.
2. If you are not satisfied with the response you have received from your Healthcare Team, you can email [info@ewfht.ca](mailto:info@ewfht.ca), attention EWFHT Management Team. Alternatively, you may call 519-833-9396. In order for the Management Team to investigate the complaint, it must be made in writing addressed to **Attention: EWFHT Executive Director** and sent as follows:
  - a. **Email:** [info@ewfht.ca](mailto:info@ewfht.ca)
  - b. **Mail:**  
EWFHT  
6 Thompson Crescent, Unit 1  
Erin ON N0B 1T0
3. Receipt of your written complaint will be acknowledged within 7-14 business days.
4. The situation with which you are dissatisfied will be investigated and the findings will be communicated back to you within four weeks unless otherwise notified.

*We aim to respond to all feedback within the timelines above; however, if a complaint is complex it may occasionally be necessary to extend the timelines indicated in this policy. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.*

## Zero Tolerance Policy

We are committed to providing a safe, secure and respectful environment for all patients and staff. Words or actions that make others feel threatened will not be tolerated and decisive action will be taken to protect patients and staff.

## Disruptive Behavior

The East Wellington Family Health Team considers the use of inappropriate words, actions or inactions as disruptive behavior.

### **Inappropriate Actions/Inactions:**

- Violence (exercise or attempt of physical force)
- Intimidation
- Throwing or damaging property or breaking things

### **Inappropriate Words:**

*(In person, by phone or any other means of communication)*

- Abusive language
- Disrespectful, demeaning or abusive language/comments
- Remarks, jokes or innuendos that demean, ridicule or offend
- Discriminatory remarks
- Threats or threatening behavior
- Bullying

***Immediate action will be taken when the incidents described above occur.***

## Fees and Services

While most of the health care services we provide are covered by OHIP, the following is a list of services and fees that are not covered. These charges are established by the Ontario Medical Association and are reviewed on an annual basis.

Sick notes for work and the copy/transfer of medical records are examples of these types of uninsured services. Providing these services requires time and resources and there is a cost for this. Please be aware of the following most common costs which will

be charged before the service is provided. For the most up-to-date Fees and Services please visit the EWFHT website [www.ewfht.ca](http://www.ewfht.ca).

[https://www.ewfht.ca/displayPage.php?page=FeesandServices#page\\_FeesandServices](https://www.ewfht.ca/displayPage.php?page=FeesandServices#page_FeesandServices)

## Patient Pays

### Forms and Notes

Disability Tax Credit Certificate	\$80
Forms per page (1 week)	\$30
Form Rush Premium	\$20-\$50
Foster Parent Application	\$60
Full Examination and Form	\$220
Immunization Summary	No Charge
Notes	\$20
School/Daycare/Camp Forms and Examination	\$75
Note Rush Premium (2 Business days)	\$10

### Consultation and Visit Fees

Blood Work for Non OHIP Procedures	\$25
Cryotherapy (for uninsured use)	\$30
Patient-conducted interview of doctor	\$105
Pre-Op for non OHIP Procedures	\$150
Removal of Skin Lesions	
– for one skin lesion	\$75
– for two skin lesions	\$90
– for three skin lesions	\$135
Travel Assessment/Rx	\$90
Travel Injection	\$30
Travel Prescription	\$20

### Other Fees

Invalid/Expired Health Card (per visit)	\$100-\$200
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Missed Appointments (15 minutes)	\$90
Missed Appointments (30 minutes)	\$200
NSF cheques	\$25
Transfer of Records (CD - per person)	\$45
Transfer of Records (CD - per Family)	\$85

### Usually Covered by Third Party

*(Insurance Co., Lawyer or Government)*

APS Life Insurability Form	\$160
Rush Premium	\$40
CPP Disability Form	\$85
Legal Letter/Review of Chart	\$100/15min
OCF-18 Treatment Plan	\$160
OCF-19 Catastrophic Impairment	\$132
OCF-23 Treatment Confirmation	\$159
OCF-3 Disability Certificate	\$160
Photocopy (legal OMA)	\$35 (1-20 pages)
Photocopy (legal OMA)	\$0.25 (per page)

### Free Services

CCAC Day Programs
Disabled Parking Applications
Hearing Device Applications

*\*Please note that some costs have been rounded – revised January 4, 2023*

## Prescriptions

It is not necessary for you to make an appointment to have a prescription renewed. If you need repeats, ask your pharmacy to fax a prescription renewal request to your doctor **7-10 days** before you are due to run out. It is very important that you don't wait until the last minute to do this as your doctor requires at least **48 to 72 business**

**hours** for all prescription repeats to be sent to your pharmacy. Once your doctor receives the prescription request, if he or she needs to see you before repeating the prescription, one of our office staff will contact you to arrange an appointment.

*Did you know that your pharmacy may charge you for a prescription renewal when your doctor is away? Renew your prescription in advance!*

## OHIP + Pharmacare

### ***Children and Youth***

OHIP + makes more than 5,000 drug products free for anyone age 24 years old, or younger, who has OHIP coverage and is not covered by a private plan. You *do not* have to enroll or register to access OHIP+ coverage. For children aged 24 years and younger that are *not* covered by a private plan please visit the following link:

[www.health.gov.on.ca/en/pro/programs/drugs/ohipplus/](http://www.health.gov.on.ca/en/pro/programs/drugs/ohipplus/)

If the child or youth has coverage through a private plan, but your household still has significant out-of-pocket costs, OHIP-insured Ontarians can apply for additional financial support through the Trillium Drug Plan:

[www.signnow.com/fill-and-sign-pdf-form/74109-trillium-drug-program-application](http://www.signnow.com/fill-and-sign-pdf-form/74109-trillium-drug-program-application)

### ***Seniors:***

Individuals aged 65 and older are automatically enrolled into the Ontario Drug Benefit program on the first day of the month after turning 65 years old.

# Health Care Services and Programs

## Allied Team

### **Mental Health services**

Patients of East Wellington Family Health Team have access to individual, family or group counseling as part of the services offered through the family doctor's office. Referrals come from a Physician, or another interdisciplinary health care professional working at the EWFHT. We also accept self-referrals. This service is funded by the Ministry of Health and Long-Term Care and there is no cost for this type of support. To make an appointment, you can call our Mental Health Intake line at 519-833-7576 ext. 341.

### **Diabetes Care**

The East Wellington Diabetes Team includes a Registered Nurse and a Dietitian, providing education, counselling and support in group and one-on-one appointments to patients and community residents with:

- Diagnosis of Pre-diabetes, Type 1 and Type 2 Diabetes
- Insulin starts and adjustments when insulin orders are received.

Patients of the East Wellington Family Health Team are referred to a Diabetes Team by their Physician.

### **Nutrition Services**

Registered Dietitians provide individualized nutritional counseling and support to patients to help them improve their health, prevent disease and manage health conditions. As a patient of East Wellington Family Health Team, you have access to a Registered Dietitian.

Patients of East Wellington Family Health Team can access this service at no cost. Patients can either be referred by their Physician, an allied team member, or can self-refer. If you are interested in booking an appointment with our Registered Dietitian you can call: (519) 833-7576 ext. 343.

### **Occupational Therapy (OT)**

Occupational Therapy is offered at the East Wellington Family Health Team to help patients of all ages to overcome barriers in their everyday lives so that they can do more and live better. The OT helps patients to solve problems that interfere with their ability to manage their self-care (e.g. getting dressed and showered, eating, mobilizing around their home or community), to manage their normal daily living activities (e.g. meal preparation, household management, going to work or school, driving and

transportation) and enjoy their leisure activities (e.g. community and social interests, gardening, sports).

Patients are referred to the OT by their Physician or by another interdisciplinary health care professional working at the EWFHT. There is no cost for this type of support.

### **Addiction Services**

Patients of East Wellington Family Health Team have access to individual and family counselling if they require support to deal with addictions or substance use. Help is offered to people concerned with their own substance use, as well as someone else's substance use. Patients of the East Wellington Family Health Team can be referred directly by their Physician. There is no cost for this type of support.

### **Specialty Clinics**

The East Wellington Family Health Team also provides multiple Specialty Clinics to assist and enhance our Patients circle of care.

**Lung Health** - EWFHT Nurses are certified to perform lung health testing and support patients with respiratory illnesses. These nurses support our Smoking Cessation Program, stop smoking program, which is a positive approach to helping patients STOP smoking, including working out a plan to quit.

**Hypertension** - Hypertension Nurses are educated through Heart and Stroke Canada to help patients understand what hypertension is, the risks and the management of the disease. These nurses see patients to help educate patients on the modifiable life style changes and proactively manage high blood pressure.

**Memory Clinic** – Patients who are experiencing memory changes are offered a thorough assessment with our physicians, nurses and mental health workers who have been trained to assess these kinds of conditions. The goal is early identification of conditions that are potentially modifiable, and to come up with a plan with the patient, family members and their physician. This decreases the need to refer to Geriatricians, as many conditions can be managed by primary care.

**Lower Back Pain Clinic** - The EWFHT and Rural Wellington Low Back Pain Program provides assessment, exercise and education for patients with low back pain problems. The Program focuses on teaching patients how to self-manage their back pain for their lifetime. Patients can be referred to the program through their family physician, following a screening assessment to determine eligibility.

**OTN (Ontario Telemedicine Network)** - If you need to see a Medical Specialist or get the advice of a Medical Specialist, the EWFHT OTN may provide a convenient option. Telemedicine enables remote specialists to see patients virtually whenever and

wherever it's needed. With your home computer, or the use of the technology at the EWFHT clinics, medical professionals can meet with patients to diagnose, treat, and perform follow-up care just as any traditional medical visit, but in a virtual setting. With telemedicine, you don't have to drive to the Specialists' office or clinic, park, walk or sit in a waiting room when you're sick. You can see your Specialist from the comfort of your own bed or sofa. Virtual visits can be easier to fit into your busy schedule.

**Outreach** - The EWFHT and Rural Wellington Outreach workers can offer assistance to find the resources you need, when you need them. They can help to connect you to community agencies, help you to navigate social programs, and support you when family or friends are not able to help. There are many parts of life that can affect your health and we understand that when patients have support, they live healthier lives. Care Coordinators with the Canadian Mental Health Association (CMHA-WWD) and Community Care Access Centre (WW-CCAC) work together with Outreach Workers to support you with the additional services that they provide.

## Workshops

We offer a variety of free workshops throughout the year to support lifestyle needs around understanding and managing diabetes, nutrition, better sleep, relaxation and stress management, anxiety and depression, etc. You can register for our workshops online via our website [www.ewfht.ca](http://www.ewfht.ca) and select your preferred Workshop, or contact 519-833-7576 X 362.

[ewfht.ca/displayPage.php?page=Events](http://www.ewfht.ca/displayPage.php?page=Events)

## Immunizations and Vaccinations

### Childhood Immunizations and Adult Vaccinations

Contact the clinic directly for guidance, or to book an appointment. You may also visit our website [www.ewfht.ca](http://www.ewfht.ca) for additional information.

<https://www.ewfht.ca/displayPage.php?page=Immunizations>

Public Health, pharmacies, walk in clinics and emergency departments do not advise us if you, or your family members have received vaccines through their Clinics or locations, please let us know if you, or your family members receive any vaccines received outside our offices so we are able to update the records in your chart. Your immunization record is important to keep both on hand, and it is important to have these records updated on your file with your Family Health Team.

### Travel Vaccinations

Contact the clinic directly, or via email, to inquire if your required vaccinations can be administered at the clinic. You may be directed to a travel clinic for your vaccinations.



Please be advised that fees may apply. To locate a Travel Vaccination clinic in your area visit our website [www.ewfht.ca](http://www.ewfht.ca) or the following:

[www.wwhealthline.ca/listServicesDetailed.aspx?id=10079&region=GuelphPuslinch](http://www.wwhealthline.ca/listServicesDetailed.aspx?id=10079&region=GuelphPuslinch)

## Patient Profile Information

Our Admin Team works diligently in partnership with yourself to maintain an accurate account of your patient profile. Please ensure that you advise the office when you update your Health Card, and of any changes to your address, phone number, email address and name changes. To update your contact information and Ontario Health Card information online visit the EWFHT website [www.ewfht.ca](http://www.ewfht.ca)

<https://www.ewfht.ca/survey.php?s=c3NzLjcuYWJj>

Please be advised that the Ontario Ministry of Health and Long-term Care advises us when a Health Card or Version code (the 2 letters following your health card number) has expired, but they do not advise us when you have renewed your Health Card or Version Code. Failure to provide a valid Health Card at your appointment will result in the appointment fee being billed directly to you. This fee will be \$100 to \$200 according to the type of appointment required. To review EWFHT Fees and Services please visit the EWFHT website [www.ewfht.ca](http://www.ewfht.ca)

[ewfht.ca/displayPage.php?page=FeesandServices#page\\_FeesandServices](http://ewfht.ca/displayPage.php?page=FeesandServices#page_FeesandServices)

## Community Health Care Options

### Community Walk-in Clinics

Patients should contact the desired location directly to ensure the Walk-in clinic is still operating and to confirm the clinic hours as they may change. Please note, this Walk-in Clinic list will not be regularly updated.

Arkel Walk-in	403 Arkel Rd, Guelph	519-822-7841
Edinburg Medical Clinic	492 Edinburg Rd. S, Guelph	519-265-6004
Summerside Walk-in Clinic (Walmart)	175 Stone Rd, Guelph	519-780-8585
Speedvale Medical Clinic	334 Speedvale Ave. E, Guelph	519-822-0100
Silvercreek Walk-in Clinic	105 Silvercreek Pkwy N, Guelph	519-822-9363
Fergus Walk-in Medical (Walmart)	801 St David St N, Fergus	519-787-2940
Fifth Ave Walk-in Clinic	50 Rolling Hills Drive, Orangeville	519-942-0040

Headwaters Walk-in	170 Lakeview Crt, Orangeville	519-307-1201
Genesis Walk-in and Family Clinic	221 Miller Drive. #8, Georgetown	905-873-6776
Walk-in Clinic Downtown Georgetown	83 Mill St, Suite 102, Georgetown	905-877-4111
Walk-in Clinic & IDA Pharmacy	156 Guelph Street #4, Georgetown	905-873-8880
Alpha Care Medical Walk-in	310 Guelph St, Georgetown	905-877-2220
Acton Medical & Urgent Care	10 Eastern Ave, Acton	519-853-9997
Ridge Square Medical Clinic	1A - 167 Jolliffe Ave, Rockwood	519-856-2223

## Emergency Departments

Georgetown District Hospital	1 Princess Anne Drive, Georgetown	905-873-0111
Groves Memorial Hospital	141 Frederick Campbell Street, Fergus	519-843-2010
Guelph General Hospital	115 Delhi Street, Guelph	519-822-5350
Headwaters Health Care Centre	100 Rolling Hills Drive, Orangeville	519-941-2410
Grand River Hospital	835 King Street W, Kitchener	519-742-3611
St. Mary's General Hospital	119 Queens Blvd, Kitchener	519-744-3311
Brampton Civic Hospital (WOHS)	2100 Bovaird Dr E, Brampton	905-494-2120

## Telemedicine

Health Connect Ontario is a free, confidential, 24-hour telephone service you can call to get health advice or general health information from a Registered Nurse. (Have your health card ready, but not required.)

**Phone:** 811 (TTY: 1-866-797-0007)

**Online:** [healthconnectontario.health.gov.on.ca/](https://healthconnectontario.health.gov.on.ca/)

**To speak online with a doctor:**

Tia Health                      <https://tiahealth.com/>

Cover Health                    <https://cover.health/>

Maple                                <https://www.getmaple.ca/>

*The EWFHT does not endorse the above telemedicine organizations, but only intends to offer options to our patients when they are unable to be seen by their EWFHT Physician.*