



Welcome to Toronto Western Family Health Team - Bathurst Site!
Please read this information before your first appointment

Your First Appointment

What to bring

- Valid Ontario Health Insurance Plan (OHIP) card or health insurance information
- All medications, vitamins, and natural products you are taking in their original packaging
- Vaccination records if you have them

What to expect

- Please arrive 5-10 minutes before the appointment time to fill out forms
- When you arrive
 - 1) Sign in at the self-check-in kiosk
 - 2) Ask reception for new patient forms
- Your meeting with the doctor will take 15 to 30 minutes
- Your doctor will explain clinic policies and standards. They will ask about your health history and concerns
- Share any important information about your health. Ask questions you have about the clinic
- You will not be able to join the Family Health Team if you miss the first appointment without a 24 hour notice more than once



Directions

Toronto Western Family Health Team – Bathurst Site

[440 Bathurst Street](#)

3rd Floor

Toronto, ON, M5T 2S6

Public Transit - TTC

- Nearest Subway Stations: Bathurst (Bloor Line 2), St. Patrick (University Line 1)
- Streetcars and Buses: 505 (Dundas), 506 (College), 511 (Bathurst)

Nearest Major Intersection

- Dundas Street West and College Street

Parking

- There is underground parking accessible through Bathurst Street on the south side of the building. See [here for details and rates](#).
- Additional parking is available at TWH in the Nassau Street lot (enter just east of the corner of Bathurst and Nassau) and Leonard Street parking garage at the corner of Nassau and Leonard Streets. The parking lots are always open and accept all standard payment methods.
- For current rates, please call the parking office at 416-214-1339.
- Street parking is restricted on the streets around Toronto Western Hospital. Please read parking signs carefully.

Contact Numbers and Hours

Tel: (416) 603-5888

Fax: (416) 603-5821

Monday

9:00 am – 8:00 pm

Tuesday

9:00 am – 8:00 pm

Wednesday

1:30 pm – 8:00 pm

Thursday

9:00 am – 8:00 pm

Friday

8:30 am – 4:30 pm

Saturday

9:00 am – 1:00 pm (Urgent Care Only)

Sunday

Closed

- Individual health care professionals' work hours vary



Important Clinic Information

Bring your OHIP Card to every visit

- It is important to bring your valid Ontario Health Insurance Plan (OHIP) card to all of your appointments
- If your OHIP card is not valid, you have to pay before seeing a health care provider (\$60.00 for a regular visit and \$120.00 for a health exam or other visit). We will refund you if you bring a valid health card to the clinic within two weeks
- If you need help to get or update an OHIP card, please visit the [Ministry of Health and Long term care website](#)

Appointments with Health Care Professionals

- We are a team of health care professionals. Depending on your needs you may have appointments with a nurse, dietitian, physiotherapist, occupational therapist, respiratory therapist, social worker, chiroprapist, or pharmacist

Appointment Cancellations and Fees

- Remember to call us to cancel or reschedule at least 24 hours before the appointment. Speak with the receptionist or leave a message in our voicemail clearly stating:
 - your name and contact number
 - your appointment time
 - who your appointment is with
- Fees for a missed appointment or late cancellation:
 - \$30.00 for a regular visit
 - \$60.00 for a health exam or other visit
- Set appointment reminders for yourself to avoid the fees



Urgent Care Appointments

- We will try our best to schedule you an appointment with your doctor if you become suddenly sick. If your doctor is not available you may see another doctor on the team
- Saturdays are for urgent care appointments only. You cannot make follow-up or routine medical appointments such as health exams or receiving allergy shots and vaccines on Saturdays

Non-Insured Services

- We provide some services that OHIP does not cover such as filling out some forms, minor surgeries
- It is your responsibility to pay for these services
- For a full list of non-insured items and their costs, please see [our website](#) or ask a receptionist

Health Education Programs

- We offer group and individual health education programs. Please check our website often for new sessions. Some examples of programs are:
 - Chronic pain self-management
 - Weight management
 - Smoking cessation
 - Falls prevention
- We strongly recommend that all new patients take “Getting the most from your health care appointment” workshop. In this 2 hour workshop, you will learn how to:
 - take active part in conversation and decisions about your health, and
 - take advantage of programs and services Toronto Western Family Health Team offers.
- Speak to our staff or visit [our website](#) for more information and registration.

We look forward to partnering with you for your health and wellbeing