

Welcome to Toronto Western Family Health Team - Garrison Creek 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 15 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
- Once you have met and rostered with your new Physician, you can only see that particular Physician moving forward unless he/she is absent and you are in need of urgent care

## Directions

**Toronto Western Family Health Team- Garrison Creek**  
**928 St. Clair Avenue West, Toronto, ON, M6C 1C6**

### **Public Transit - TTC**

- Nearest Subway Stations: St. Clair West (University Line 1), Ossington (Bloor Line 2)
- Street Car – 512 (St. Clair)
- Bus – 63 (Ossington), 161 (Rogers Road)

### **Nearest Major Intersection**

- St. Clair Avenue West and Oakwood Avenue

### **Pick-up and Drop-off Points**

- North side of St. Clair Avenue, Robina Avenue or Alberta Avenue
- Wheelchair accessible entrance is located on north side of St Clair Avenue

### **Parking**

- There is no on-site clinic parking
- Street parking is available. Please read parking signs carefully
- [Green 'P' Parking](#) is on 789 St. Clair Avenue West

## Contact Numbers and Hours

**Tel: (416) 603-5888**

**Fax: (416) 603-5059**

|                  |   |
|------------------|---|
| <b>Monday</b>    | <b>9:00 am – 8:00 pm</b>                    |
| <b>Tuesday</b>   | <b>9:00 am – 8:00 pm</b>                    |
| <b>Wednesday</b> | <b>1:30 pm – 8:00 pm</b>                    |
| <b>Thursday</b>  | <b>9:00 am – 8:00 pm</b>                    |
| <b>Friday</b>    | <b>8:30 am – 4:30 pm</b>                    |
| <b>Saturday</b>  | <b>9:00 am – 1:00 pm (Urgent Care Only)</b> |
| <b>Sunday</b>    | <b>Closed</b>                               |

- **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, chiropodist, 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 [www.twfht.ca](http://www.twfht.ca) 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 we offer 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.**