

Toronto Western Family Health Team



Garrison Creek

928 St. Clair Avenue West

Toronto ON, M6C 1C6 (416) 603-5888

Hours

Monday, Tuesday, Thursday	9:00am-8:00pm
Wednesday	1:30pm-8:00pm
Friday	8:30am-4:30pm
Saturday (Urgent Care)	9:00am-1:00pm

How Do I Become a Patient

If you live in our service area, you can register to become a patient.

Garrison Creek: Keele Street to Spadina, Eglinton Street to Bloor Street

If you would like to join the Toronto Western Family Health Team, please visit our website at www.twfht.ca or call our New Patient Line: (416) 603-5888 and follow the prompts.

Our Purpose

- To provide high quality primary health care for you and your family

Who we are

We are a group of health providers who work together including: Family doctors, Nurses, Administrative staff, Social Worker, Pharmacist, Dietitian, Chiropractor, Health Care Educator, Respiratory Therapist, Occupation Therapist, and Physiotherapist.

What we do

We provide services in the following areas to people who need regular, on-going health care and who do not receive this care elsewhere.

- Sudden or short-term illnesses
- Management of long-term illness
- Pregnancy and newborn care
- Health maintenance and screening
- Foot care
- Chronic disease management (example: diabetes)

We can provide health services in many of the languages our patients speak, or we can provide an interpreter if you inform us of your preferred language before each appointment.

All patient information shared during a patient visit is strictly confidential. If you have questions or concerns about this, please discuss it with our staff.

Family Doctors & health care trainees

Our staff family doctors are also teachers at the University of Toronto., senior medical students and other health care students will help with your care while being supervised by fully qualified staff.

Nurses

Our nurses work with our doctors and will:

- Help with health assessments and preventative health exams
- Give immunizations and assist with procedures
- Provide health education and counseling

Social Worker

Social Workers at TWFHT provide short-term psychotherapy and supportive counselling for mild to moderate mental health concerns such as: anxiety, depression, adjustment/stress, grief/bereavement, and addictions. In addition to therapy, Social Workers at TWFHT can help you with things like advanced care planning (e.g. power of attorney and discussion of ACP wishes), and connecting with resources to help with: drug coverage, financial and housing problems, and unemployment.

Health Care Educator

Our health promoter coordinates health promotion, outreach and patient education initiatives.

Pharmacist

Our pharmacists can talk with you about any questions you may have about your medications. They work together with you and your health care team to identify, prevent, and solve issues related to medications you take.

Chiropodist

Our chiropodist has expertise in assessing and treating foot problems and has a special interest in patients with diabetes. Routine nail care is offered (for a fee).

Dietitian

Our dietitian provides nutritional counselling and support for different chronic diseases. Your doctor or nurse can refer you, or you can also self-refer. Our dietitian run two different group classes and they see patients one-on-one to help with managing weight and cholesterol.

Physiotherapist

The Family Health Team provides physiotherapy for patients who do not have other access through private insurance or OHIP. Our physiotherapist has expertise in the assessment of painful conditions and conditions that affect movement and balance. The physiotherapist will teach you self-management strategies and prescribe a personalized exercise program. The physiotherapist can also recommend other programs that would be suitable for you.

Respiratory Therapist

Our Respiratory Therapist provides respiratory education to patients, with a focus on Asthma and COPD; in addition to smoking cessation counselling. The Respiratory Therapist can also perform a breathing test which is done in the clinic and provide timely results to your doctor.

Occupational Therapist

An occupational therapist works with patients to assess their current functioning and identify strategies to help patients perform their best in tasks that are important to them, as safely and independently as possible. An occupational therapist works with the patients and caregivers of patients who have a variety of diagnoses ranging from mental health issues and cognitive concerns to physical dysfunction concerns. Patients are seen for assessment, education, support and connection to other resources that might be helpful.

How to use our services

It is important that you make an appointment before your visit. Please bring your Health card and a list of the prescriptions and over-the-counter medications you are now taking to each appointment. If your health care provider is unavailable and you need to be seen, another provider will help you.

Please give us at least 24 hours' notice if you cannot make your appointment. You will be charged a fee if you miss an appointment without giving proper notice. Inform our receptionist if your telephone number or address has changed, so that we can contact you if needed.

After hours service

If you have a medical emergency after hours or on weekends, please call the Family Health Team at 416-603-5888. You will be connected to our Telephone Health Advisory Service, who will provide advice.

- Remember we do have Urgent Care Clinic on Saturdays from 9 am - 1 pm.

Prescription Renewals

Please remind your health care provider to prescribe enough medicine so you do not run out before your next visit. For urgent situations, your pharmacy may fax a request to the Family Health Team at 416-603-5059.

Non-insured services

The Ontario Ministry of Health does not insure some health care services. This includes medical care supplies and examinations requested by someone else. (For example: driver's license physicals; notes for work; ankle splints.) For a complete list please see "[Uninsured services](#)" section of this website. You may have to pay for these services. If you have a form, please give it to your doctor at the beginning of your visit.

Referrals to specialists

If one of our professionals refers you to a specialist, please allow at least two weeks for processing before phoning our office to check on the status of the referral. Some referrals may take more than two weeks to arrange.