



We are open and committed to meet your health care needs

Most of our appointments are now virtual so we can keep you safe

Please continue to reach out to us for all appointments.

- **For urgent appointments, call us at 416-603-5888.** Our phone lines are extremely busy. Please call us multiple times until you reach someone at the reception. We thank you for your patience.
- **For non-urgent appointments and questions, you can now [message us](#) through our webpage.** Please **do not** message your doctor directly to make appointments.

We now provide phone and online options for your appointments. Your health and safety are extremely important to us.

Your first appointment for any medical concern with a doctor will always be over the phone.

If a doctor speaking to you during a phone visit determines that you need an in-person visit, we will book an in-person appointment. We will ensure that it is as safe as possible.

Your appointment with another healthcare provider (dietitian, social worker, pharmacist etc.) may be over the phone or by videocall.

Always check [our website](#) for the most up-to-date information

As with everything in the world right now, there are frequent changes in the way our clinic operates these days. Thank you for your patience and understanding in this challenging time.

No walk-in appointments – please always call to book an appointment

What to expect when you enter the clinic

We are screening all patients and visitors before they come into the clinic. There may be line-ups. Please come early to be sure you have time for screening questions and to make your appointment on time.

Come to your visits alone

Exceptions are:

- When you need an interpreter
- One support person per patient with mobility challenges
- For baby and child visits, only one parent can attend. No siblings are allowed

Please inform reception of the interpreter or support person coming with you when you book your appointment. Otherwise, your family or support person will not be allowed into the clinic.

[Coronavirus \(COVID-19\) Resources](#) on our website

We have been updating COVID-19 specific patient education and community resources on our website. Some topics include:

- COVID-19 Self-Assessment Tool
- Mental Health
- Quick and Easy Meal Ideas
- Grocery Pickup Service for Seniors

- Emergency Response Benefits
- Domestic Violence Counselling
- Food Banks and Take-Out Drop-Ins
- Online EarlyON programs
- Pregnancy and COVID-19

We are here for you as always.

Please do your part to stay safe and healthy. Stay home and practice physical distancing!

Contact us

 Phone: 416 603 5888

 Website: twfht.ca

Location

 Garrison Creek Site: 928 St. Clair Avenue West