

HAVE A QUESTION, SUGGESTION, COMPLAINT OR CONCERN? WE WELCOME YOUR FEEDBACK!

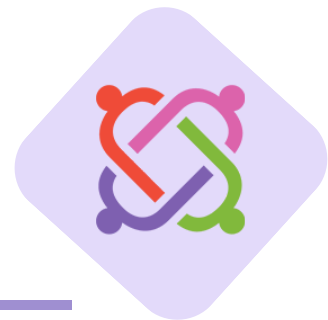
If you are able, speak directly to the person you have a complaint with. If that is not possible or if you cannot find a solution together, ask to speak to a Manager about your complaint. You can also fill out a "Your Comment Counts" Card and submit it in our "Your Comment Counts" box in our waiting room areas.



WE WANT YOUR FEEDBACK



Community Healthcaring
Kitchener-Waterloo



Client Handbook

📍 Address: 44 Francis St. South, Kitchener ON

🌐 healthcaringkw.org

☎️ (519) 745-4404

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WELCOME!



On behalf of the Board of Directors and staff, we would like to take this opportunity to welcome you.

We provide primary health care to eligible Kitchener-Waterloo residents and can help connect you to a broad range of health and social services through referrals and community partnerships.

Primary health care considers the social determinants of health and a range of services that include medical care, health promotion, illness prevention and community capacity building.

Community Healthcaring Kitchener-Waterloo (the Health Centre) provides client-centred care by working with clients to help them achieve their health goals.

We can support you in achieving your best wellbeing.



PRIVACY AND FEEDBACK

PRIVACY OFFICER INFORMATION:

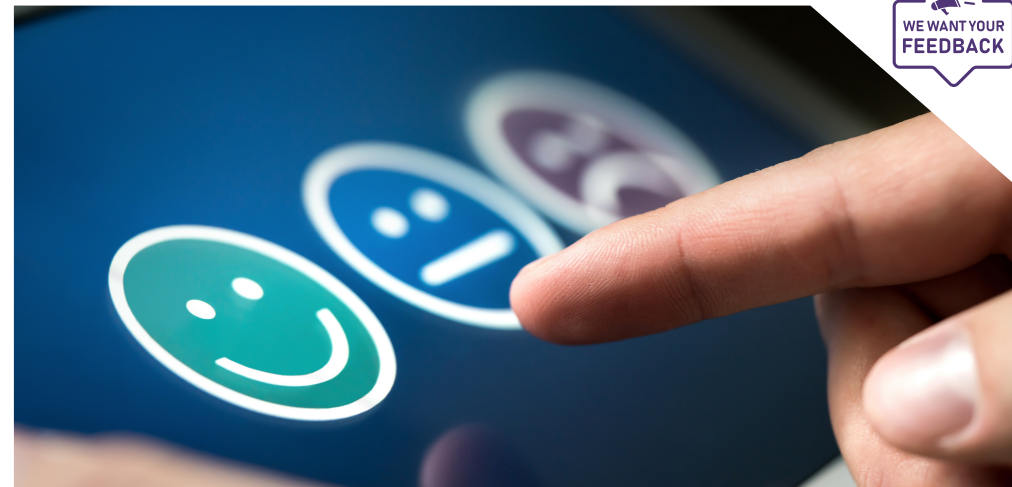
For any privacy concerns, please contact Kylah Blair (Director, Privacy Officer) at kblair@healthcaringkw.org or 519-745-4404.

PRIVACY COMMISSION OF ONTARIO:

To make a complaint, visit ipc.on.ca or call 1-800-387-0073.

HAVE A COMPLIMENT, COMPLAINT OR SUGGESTION?

If you are able, speak directly to the person you have a complaint with. If that is not possible or if you cannot find a solution together, ask to speak to a Manager about your complaint. You can also fill out a “Your Comment Counts” Card and submit it in our “Your Comment Counts” box in our waiting room areas.



CLIENT RIGHTS:

What can I expect as a Client?



1. Respect

We treat our clients with respect. We are inclusive and celebrate diversity. The Health Centre welcomes people of every race, culture, colour, religion, sex, age, mental or physical ability, economic level, sexual orientation, gender identity or diagnosis.



2. Decisions

You will be involved in deciding about the services you receive.



3. Information

Our staff will talk with you about the services that may benefit you at the Health Centre and in the community.



4. Clear

You will receive information in a way that is understandable and helps you make decisions about your treatment.



5. Quality

You will receive timely, quality services that are based on best practices, to support your health and well-being.



6. Privacy

Your personal health information will be kept confidential and private. Your information is only shared with the health care staff that are involved with your care.



7. Safe and Secure Environment

The Health Centre will provide a space where people feel and are safe.

ZERO-TOLERANCE POLICY:



We are committed to providing a safe, healthy and respectful environment through the prevention of aggressive behaviour.

Our practice follows a **ZERO-TOLERANCE POLICY** for all forms of aggression directed by clients/visitors against our staff or other clients/visitors.

Examples of aggressive behaviour include:

- **Abusive Language:** Offensive or derogatory language causing emotional distress.
- **Verbal Harassment:** Persistent unwanted verbal conduct creating an offensive environment.
- **Threats:** Expressions of intent to harm, causing fear and risking others' well-being.
- **Physical Assault:** Any form of violence causing bodily harm within the healthcare premises.
- **Sexual Language:** Inappropriate or offensive sexual language causing discomfort.
- **Racial Discrimination:** Discrimination based on race, ethnicity, or nationality, including offensive comments or stereotypes.
- **Cultural/Religious Discrimination:** Discrimination based on cultural or religious background, including offensive comments or stereotypes.
- **Gender Identity/Sexual Orientation Discrimination:** Discrimination based on gender identity or sexual orientation, including offensive comments or unequal treatment.

We reserve the right to take appropriate measures if the policy is violated, which may include the removal from the facility or practice. Our staff is here to help, and to ensure a safe environment for everyone.

Thank you for your cooperation.



OUR TEAM:

- Each client is rostered to either a Doctor or Nurse Practitioner by the Health Centre.
- The role of primary care is to provide a full range of primary health care services and to help you reach your health care goals. The team can also connect you with other community programs.

Circle of Care:

- We work as a health care team and share information to ensure that we provide you with the best service and treatment possible.
- We will keep your information private and confidential, unless we are required to release it by law in exceptional circumstances.
- If we need to involve someone from outside the health centre in your care, we will ask your permission before we share any information with them.

At times, we may need to refer you to an outside service to see a specialist or for testing. You will be informed.



MISSION, VISION AND VALUES:

MISSION:

We provide accessible health care and supports to those facing barriers in our communities



VISION:

Healthy clients and communities.



VALUE STATEMENT:

1. We respect and welcome our clients to a safe and accessible space.
2. Staff are supported and empowered to deliver high quality service.
3. We collaborate with community partners to provide care that is innovative and evidence-informed.
4. We champion allyship and advocacy in response to oppression.



APPOINTMENTS:

- You must have a booked appointment to see a provider. This is your appointment time. If other family members need care, they must have their own appointment.
- The phone lines can be quite busy. Please be patient. Some appointments can be pre-booked and do not require same day appointments (i.e. prescription renewals, health reviews, well baby visits, form completion, etc.).
- When you call for an appointment, please be prepared to share the reason for your visit so staff can book your provider the time they need to provide care.
- The Health Centre offers same day appointments. Please call in the morning and a nurse will ask you some questions, and if needed, schedule an appointment on the same day for you.

NEW BABY APPOINTMENTS:

- All new babies should be seen by their provider within 48 hours after leaving the hospital.
- Call to make an appointment after you take your baby home at 519-745-4404.

NO-SHOW POLICY:

- 24-HOUR NOTICE (excluding weekends) IS REQUIRED to change or reschedule your medical appointment.
- Be on time. If you arrive late, we may have to reschedule your appointment.

CLIENT RESPONSIBILITIES:

What must I do as a Client?



1. Respect

Be nice. Treat everyone with respect. That includes staff, volunteers, students and other clients.



2. Partner

Work with service providers as an active partner.



3. Information

Ask for more information when you need it. Ask questions if you do not understand information or instructions.



4. Privacy

Do not share information about other clients and group members.



5. Time

Keep appointments. Come to appointments on time. Call us 24 hours ahead of time to cancel an appointment, if possible. If you are late for your appointment, you may have to re-book.



6. Safe and Secure Environment

Act so that others feel safe and not in a way that may threaten or scare others, including staff, volunteers, students and other clients.



BEFORE YOUR VISIT:

- Bring any relevant forms, applications or records, including your immunization records.
- Bring your Ontario Health Card.
- Make a list of your medication, supplements and vitamins. If there has been a change in your medications, let us know.
- Make a list of your health concerns and questions - if you have more than two items to discuss, please put them all in order and ask about the most important ones first. The provider may not be able to address all concerns (if more than two) due to time constraints.
- Plan to update your health care provider on what has happened since your last visit.
- Remember to bring your eyeglasses or wear your hearing aid.
- Bring a notebook to write down important information.



DURING YOUR VISIT:

DURING YOUR VISIT:

- Ask your most important questions first and stick to the point.
- Discuss your symptoms (i.e. when it started, how often it happens and if anything makes it better or worse).
- Answer all your health care providers' questions - be open and honest.
- Ask questions about prescriptions, treatments, and test results.
- Tell your health care provider if you may be pregnant or if you are trying to get pregnant.
- Ask questions if you do not understand something. If you are unsure about what your health care provider is asking you to do or why they are asking it, ask them to explain.



EMERGENCIES AND HOSPITAL DISCHARGES:

MEDICAL EMERGENCIES:

If you have a medical emergency, please go directly to the hospital or call 911. You should go to the emergency room if you are experience any of the following symptoms, OR are experiencing a medical emergency:

- Chest pain
- Shortness of breath
- Weakness
- Bleeding that will not stop

When the Health Centre is closed (in the evenings and on weekends), the following resources are available to you:

For immediate, non-urgent issues. This is a free virtual service/call centre available for all Ontario residents.

- *Telehealth Ontario: 1-866-797-0000*

For mental health or substance use/addiction issues - available 24 hours.

- *HERE 24/7 at 1-844-437-3247*

For Walk-in Clinic options near you.

- *Visit regionofwaterloo.ca/en/health-and-wellness/walk-in-clinics.aspx*

SPECIALISTS & HOSPITAL DISCHARGES:

SPECIALISTS:

- Your doctor/nurse may refer you to a specialist as part of your care. It is very important that you keep the specialist appointment.
- If you miss an appointment without cancelling, the specialist may charge you for a missed appointment. Make sure to contact the specialist directly if you need to cancel or reschedule your appointment.
- Make sure to update the specialist's office of any changes to your contact information.
- Specialists will book follow-up appointments or tests directly with you.

DISCHARGED FROM HOSPITAL:

- If you are admitted to the hospital, please call us when you are discharged to book a follow-up appointment with your provider. You should be seen within 7 days of discharge from the hospital.

FORMS, TESTS & PRESCRIPTIONS:

REQUEST TO COMPLETE FORMS:

- If you require a letter or a “professional” form completed for a school, employer, insurance company, etc., you must make an appointment, and let the receptionist know this is what you need.
- You should complete your section of the forms (sign and dated) before coming to your appointment.
- 5 business days are required to complete forms. ODSP applications may take longer than this.

MEDICAL TESTS AND TEST RESULTS:

- At times, medical tests are necessary to determine if a treatment is working safely, to assess health and determine compliance with a treatment plan.
- We may not be able to renew a prescription, or complete forms and applications, if a client refuses necessary testing.
- If the test results are normal, we will not call you. If the results are abnormal, we will call you for a follow-up visit.
- We do not provide results to family members unless you authorize us to do so in writing.

PRESCRIPTION REFILLS OR RENEWALS:

- When you need a prescription renewal, call your pharmacy 3 business days in advance and ask them to fax your prescription renewals to 519-745-3709.
- You may need to make an appointment for prescription renewals. Reassessment by your provider is essential for good care.
- Please allow one week for prescription renewals, same day renewals are NOT possible. Thank you for your patience.



MORE INFORMATION:

HEALTH CARDS:

- Let us know if you have any change in information, for example change in phone number, address, or email.
- Advise the Ministry of Health of any changes, as this may affect the version code on your Health Card.

TELEPHONE AVAILABLE:

- There is a telephone in our Resource Centre for your use for local calls only.

INCLEMENT WEATHER POLICY:

- In the event of severe weather that prompts a weather warning and closures in our region, the Health Centre may be closed. Please phone us at 519-745-4404 to find out if we will be open or if your appointment time needs to be rescheduled.
- Check local radio stations for announcements (570 News, CBC), our website at www.healthcaringkw.org or our organizational phone message for information.