

# LET'S GROW HEALTHIER TOGETHER

## WOODBIDGE MEDICAL CENTRE FAMILY HEALTH TEAM (WMC FHT):

### A Proactive Approach to Your Health Care Needs

WMC FHT, is committed to providing you with continuous and high quality health care. Our focus is to:

- **improve your access to our team of health care professionals**
- **provide health promotion**
- **manage chronic diseases**

For this reason, you may receive phone calls or emails from our office to encourage your participation in programs targeted specially for your continued health care needs. Currently we are running the following programs:

- **blood pressure intervention**
- **cancer screening**
- **cholesterol screening**
- **smoking cessation**

This holistic and proactive approach focuses on helping you and your family stay healthy and not just treat you when you are sick.



## FEMALE DOCTOR ACCEPTING NEW PATIENTS !!!

We welcome our new Family Physician, **Dr. Nazanine Ghossi** to WMC FHT. Dr Ghossi, is educated and trained in both Canada and Iran.

She is NOW accepting new patients.

Please call the office: **905-893-8085** to book a new patient consultation.

### Your opinion matters

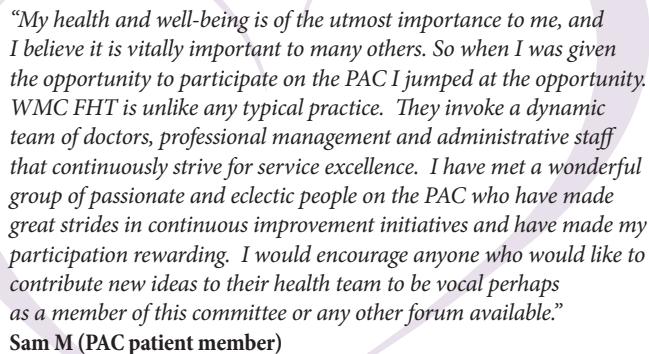
We want your feedback on your ability to get timely and appropriate health care services.

For the patient survey, please visit our website: [https://www.surveymonkey.com/s/WMCFHT\\_Access](https://www.surveymonkey.com/s/WMCFHT_Access)

The results are helpful to better understand your needs and enhance the services we provide to you.

## Patient Advisory Committee (PAC) update:

Since Jan 2014, our quality improvement team along with 11 WMC FHT patient's formed the Patient Advisory Committee. Our focus has been on improving timely access to care.



*"My health and well-being is of the utmost importance to me, and I believe it is vitally important to many others. So when I was given the opportunity to participate on the PAC I jumped at the opportunity. WMC FHT is unlike any typical practice. They invoke a dynamic team of doctors, professional management and administrative staff that continuously strive for service excellence. I have met a wonderful group of passionate and eclectic people on the PAC who have made great strides in continuous improvement initiatives and have made my participation rewarding. I would encourage anyone who would like to contribute new ideas to their health team to be vocal perhaps as a member of this committee or any other forum available."*  
Sam M (PAC patient member)

The insight obtained from the committee has been invaluable. We would like to take this opportunity to thank the dedicated patient advisory group for their time and effort. For those who are interested in joining the committee, new entries will commence this fall.

In response to your concerns and the PAC's feedback regarding telephone wait times, we have since implemented a telephone reporting system to assess our volume and telephone wait times. In order to improve your access to your Health Care provider, we are thrilled to offer a new Patient Portal. **THE HEALTHMYSELF PATIENT PORTAL, WILL ALLOW YOU TO:**

- Book and manage your appointments online
- Receive reminder emails for upcoming appointments
- Secure messages with our office for non-urgent matters

**Currently, Dr. Bardai, Dr. Chow and Dr. Litsas are on the patient portal.**

We will continue to add all our providers on the portal in the upcoming months.

**Check your emails and our website for more information about the HealthMyself Portal !!!**

## Hours of Operation

### By appointment:

Monday-Thursday: 9:00 am to 9:00 pm

Friday: 9:00 am to 5:00 pm

### Weekend Walk-in Hours:

Saturday: 9:00 am to 3:00pm

Sunday: 9:00 am to 1:00 pm

### Help after hours:

Telephone Health Advisory Service (THAS):

1-866-553-7205

**Emergency: call 9-1-1**

### Did you know?

That we receive over **200** calls on a daily basis



## MENTAL HEALTH NEWS:

1 in 5 Canadians will experience a mental health-related problem or mental illness at some point in their lives. Surveys indicate that at least 30 per cent of patient care visits are associated with mental health issues. Please visit our website to fill out the online self-referral form to access the services offered by our dynamic Mental Health Team.