Will I have access with my disability?

What is the hospital’s privacy policy?

Will someone be able to translate for my mother?

Is there parking at the hospital?

What types of surgeries do you do?

Where can I get my blood work done?

Do you have a research institute?

Is there a pharmacy within close proximity?

Where do I go for my X-Ray?

Can I access my health record online?

Do you have a research institute?

Do you use electronic patient records?

Is there support here for the LGBTQ community?

Do you offer child care while I’m at my appointment?

Will I be able to purchase food on-site?

Are there special clinics for refugees?
WAGE GAP NOT SITTING RIGHT?
YOU BETTER BE SITTING DOWN
WHEN YOU HEAR ABOUT THE HEALTH GAP

CLOSE THE #HEALTHGAP
DONATE TODAY | LEARN MORE AT THEHEALTHGAP.CA
Coming to a hospital can be a daunting experience, that’s why at Women’s College Hospital (WCH) we have created an environment that eases fears and anxieties and that is welcoming and inclusive for everyone. We value what makes each of us unique and we embrace our patients’ diversity and individuality.

Our approach encompasses research, education and clinical programs that recognize all the factors that influence your health – personal, social, cultural and economic. We focus on the specific differences that affect your healthcare needs and on delivering the care that will help you live a healthier and more independent life.

This means reducing inpatient hospitalization by focusing on prevention and by developing new ways of treating and managing chronic conditions. Diabetes, heart disease, osteoporosis, mental illness and cancer are just a few of the conditions that are affecting our patients’ lives. So we help our patients manage and prevent these conditions, and we do this without requiring overnight hospitalization.

At WCH our clinicians, researchers and scientists are working together to provide exemplary patient care and to find the answers to some of healthcare’s most important questions. Together, we are working to close the health gaps that exist in our healthcare system and to help you manage the health challenges you face.

Our commitment to you is reflected in our Declaration of Patient Values. We will always ensure that you receive care that is compassionate, non-judgmental and respectful of your privacy.

Welcome to Women’s College Hospital. Welcome to our community.

Marilyn Emery
President and CEO
Women’s College Hospital
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Fragrances don’t smell beautiful to everyone.

Over one million Canadians feel sick when exposed to fragrances. That’s why, at Women’s College Hospital, we have a fragrance-free policy.

Please respect it. Wear fragrance-free antiperspirant, lotion, after shave and hair products while at Women’s College Hospital, and please do not wear perfume or cologne. Thank you.
WOMEN’S COLLEGE HOSPITAL’S
DECLARATION OF PATIENT VALUES

Care that recognizes and involves you as an active participant of your health team.

Compassionate care that is inclusive, holistic and responsive to diversity and life circumstances.

A positive patient experience for you and your family with your healthcare providers.

Safe, courteous, non-judgmental care that is respectful of your privacy and confidentiality.

Excellent care for all that is seamless and informed by leading edge research and practice.

Research, education and action that supports the advancement of health equity and quality of care for women and their families.

WOMEN’S COLLEGE HOSPITAL
Health care for women REVOLUTIONIZED
DIRECTIONS

Women’s College Hospital is located north east of the intersection of University Avenue and College Street. The main entrance is at 76 Grenville St.

- **Yonge Subway Line:** exit the subway at the College Station (not wheelchair accessible) and walk west on College Street towards Bay Street.
- **University-Spadina Subway Line:** exit the subway at the Queen’s Park Station (wheelchair accessible) and walk east on College Street towards Elizabeth Street.
- **Streetcar:** exit the streetcar at the intersection of Elizabeth Street and College Street and walk north on Dr. Emily Stowe Way.
- **Driving from the north:** drive south on Avenue Road, around Queen’s Park Crescent (Avenue Road becomes University Avenue south of Queen’s Park Crescent). Turn left on Wellesley Street, right onto Bay Street, and right onto Grenville Street.
- **Driving from the south via Lakeshore Boulevard or the Gardiner Expressway:** take the York/Bay exit and go north on York Street, which bends into University Avenue. Turn right on Gerrard Street and left on Elizabeth Street.

**Women’s College Hospital**

76 Grenville St. • Toronto, Ont. M5S 1B2 • [www.womenscollegehospital.ca](http://www.womenscollegehospital.ca) • 416-323-6400
**Underground Parking**
Underground parking for patients and families is available between 6 a.m. and 7 p.m. on levels P2 and P3 of the building. Access to this parking lot is off of Grenville Street. During normal business hours the garage door will open automatically when a vehicle approaches the door. Please note the vehicle height restriction is 6’8” or 2.1 m.
Cost: $3 for 30 minutes. The daily maximum is $24.

**Prepaid Parking Passes**
Prepaid full day parking passes for the WCH parking lot are available for purchase from our Business Office on the 3rd floor. The passes are sold in packs of 5 for $60 (incl. HST). This is a 50 per cent discount from the daily maximum rate of $24.

**Patient Drop off:**
**Grenville Street /Grosvenor Street Entrances**
Women’s College Hospital has two patient drop-off areas, including Wheel-Trans drop off:
- near the main entrance on Grenville Street
- near the Grosvenor Street entrance
Both the Grenville and Grosvenor Street entrances are fully wheelchair accessible and are open from 6 a.m. to 7 p.m., Monday to Friday. For afterhours access (7 p.m. to 6 a.m. Monday to Friday, weekends and statutory holidays), please use the intercom at the Grosvenor Street entrance.

**Electric Car Charging Stations**
Women’s College Hospital has eight electric car charging stations in the public parking area and four stations in the staff parking area. Charging is included in the price of parking. The stations are Level 2 charging stations that use a 240-volt system, similar to a clothing dryer plug, and can fully charge a vehicle from 0 per cent charge in about four to six hours.

**Bicycle Storage**
Patients and visitors can lock their bicycles to the rings located around the hospital on Grenville Street, Bay Street and Grosvenor Street.
The wage gap affects how much women earn. The health gap affects how long women live.

Close the #HealthGap. Donate today. Learn more at thehealthgap.ca
A
- Acute Ambulatory Care Unit (AACU) – Ground Floor
- After Cancer Treatment Transition Clinic (ACTT) – Floor 5
- Allergy Clinic – Floor 4
- Association of Volunteers – Floor 7
- Atrial Fibrillation Clinic – Ground Floor/AACU
- Audio Visual Support Services – Floor 2

B
- Bay Centre for Birth Control (BCBC) – Floor 3
- Biomedical Engineering – Floor 7
- Brief Psychotherapy Centre for Women (BPCW) – Floor 7
- Business Office – Floor 3

C
- Cardiology – Floor 4
  - Cardiac Clinics
  - Cardiac Testing
  - Women’s Cardiovascular Health Initiative (WCHI)
- Centre for Headache – Floor 3
- Clinical Laboratory – Floor 7
- Clinical Pharmacy – Floor 7
- Conference Centre – Floor 2
- Crossroads Clinic – Floor 3

D
- Dermatology – Floor 5
  - Mohs Centre
  - Phototherapy Education & Research Centre (PERC)
  - Ricky Kanee Schachter Dermatology Centre (RKS)
  - Wound Care Centre

E
- Endocrinology – Floor 3
  - Centre for Integrated Diabetes Care
    - Integrated Complex Diabetes Program
    - Young Adult Program
  - General Endocrinology Clinics
  - Thyroid Program
- Environmental Services – Floor P1
- Executive Offices – Floor 6

F
- Facilities Management – Floor P1
- Finance – Floor 6
- Food Court – Ground Floor
  - Extreme Pita
  - Jugo Juice
  - La Prep Cafe
  - Sushi Shop
  - Thai Express

G
- General Internal Medicine Clinics – Ground Floor/AACU
  - Complex Care Clinic
- Genetic Counselling – Floor 5
- Gastroenterology Clinic – Floor 4
- Gynecology – Floor 5

H
- Health Information – Floor P1
- Hematology Clinic – Ground Floor/AACU
- Henrietta Banting Breast Centre and Breast Imaging – Floor 5
- Human Resources – Floor 7

I
- Information Desk – Ground Floor
- Information Management/Information Technology (IM/IT) – Floor P1
- Interdisciplinary Education Centre and Library – Floor 2

L
- Lobby Lab – Ground Floor

M
- Mailroom – Floor P1
- Medical Imaging – Floor 2
  - CT scan – Ultrasound
  - MRI
  - Nuclear Medicine
  - Ultrasound
  - Xray

N
- Nephrology Clinic – Ground Floor/AACU
O
• Occupational Health and Safety – Floor 7
• Operating Rooms – Floor 8
• Orthopedic Clinic – Floor 4
• Osteoporosis – Centre for Osteoporosis and Bone Health – Floor 4
  – Bone Density Testing

P
• Pain Program – Floor 3
• Parking:
  – Paid, public parking – Floor P2 and P3
  – Parking Management Office – Floor P1
  – Staff Parking – Floor P1
• Preadmission Clinic – Floor 8

R
• Radioactive Iodine Clinic – Ground Floor/AACU
• Research Laboratory – Floor 7
• Respirology – Floor 4
  – Pulmonary Function Lab
  – Respirology Clinics
• Rexall pharmacy – Ground Floor
• Rheumatology Clinic – Floor 4

S
• Security Office – Ground Floor
• Sexual Assault/Domestic Violence Care Centre (SA/DVCC) – Ground Floor/AACU
• Shipping and Receiving – Ground Floor
• Staff Lockers and Showers – Floor P1
• Simulation Lab – Floor 2
• Stella’s Playroom – Floor 7
• Stores – Floor P1
• Strategic Communications – Floor 6
• Substance Use Service/Addictions Medicine – Floor 3
• Surgical Clinics – Floor 5
• Surgical Services – Floor 8
• Sutherland-Chan Clinic – Ground Floor
• Switchboard – Ground Floor

T
• Toronto Academic Pain Medicine Institute (TAPMI) – Floor 3

V
• Virtual Ward – Ground Floor/AACU
• Vivah Jewellery – Ground Floor

W
• Wellness for Independent Seniors (WISE) – Floor 3
• Women’s College Hospital Foundation (WCHF) – Floor 4
• Women’s College Hospital Institute for Health System Solutions and Virtual Care (WIHV) – Floor 6
• Women’s College Research Institute (WCRI) – Floor 6
• Women’s Mental Health Program – Floor 7

Where can we find the Hematology Clinic?
ACCESSIBILITY
The hospital is fully accessible. All floors have wheelchair accessible washrooms.

ASSOCIATION OF VOLUNTEERS
Women’s College Hospital has a dedicated group of some 200 active volunteers who work alongside busy healthcare teams in more than 40 areas of the hospital. Volunteers come from all walks of life and all age groups – students through seniors. They support staff in ways that enhance the patient experience. Volunteers assist in waiting rooms, at the information desk, and in many clinics and programs at Women’s College Hospital. If you are interested in volunteering, please contact 416-323-6400 ext. 6180 or volunteer@wchospital.ca.

BALLOONS
Latex balloons are not permitted in the hospital. Patients with a latex sensitivity (allergy) should speak with a nurse or physician at admission. Foil balloons are permitted.

BANK MACHINE/ATM
A 24-hour automated teller machine (ATM) is located on the ground floor, near the Rexall Pharmacy.

BILLING/BUSINESS OFFICE
Patient accounts can be settled at the Business Office located on the third floor, to the left of elevators.
Hours: Monday to Friday, 8 a.m. to 4 p.m.

BLOOD LAB/SPECIMEN COLLECTION
Women’s College Hospital’s blood lab and specimen collection centre, called the Lobby Lab, is located on the ground floor, across from the food court area and next to the elevators. The lab is open to Women’s College Hospital patients only.
Hours: Monday to Thursday, 8 a.m. to 5:45 p.m. and Friday 8 a.m. to 5:15 p.m.

BUILDING ACCESS
Hospital hours are 6 a.m. to 7 p.m. Monday to Friday.
For after-hours access (7 p.m. to 6 a.m. Monday to Friday, weekends and statutory holidays) and for our 24-hour Sexual Assault/Domestic Violence Care Centre (SA/DVCC), please use the intercom at the Grosvenor Street entrance and someone will assist you.

FIRE SAFETY
It is Women’s College Hospital’s policy to provide a safe environment for all its patients, visitors, physicians and staff. In the event of an emergency, the hospital has a fire response plan that incorporates fire plan principles, training and monthly drills. When you hear a fire alarm, we will inform you if any action is necessary.

FOOD AND RETAIL SERVICES
Women’s College Hospital food court is located on the ground floor, and is served by five restaurants and food providers: La Prep, Extreme Pita, Jugo Juice, Sushi Shop and Thai Express. Vivah Jewellery is located in the Peter Gilgan Atrium.

La Prep Hours: Monday - Friday, 7 a.m. - 5 p.m. 416-929-7677
Extreme Pita Hours: Monday - Friday, 7 a.m. - 6 p.m. 416-779-1965
Jugo Juice Hours: Monday - Friday, 7 a.m. - 6 p.m. 416-779-1965
Sushi Shop Hours: Monday - Friday, 10 a.m. - 6 p.m. 416-929-9777
Thai Express Hours: Monday - Friday, 10 a.m. - 6 p.m. 416-921-9222
Vivah Jewellery: Monday - Friday, 10 a.m. - 6 p.m. 416-925-5476
Access your medical record at any time.

Sign up for myHealthRecord today to:

- review your test results at any time
- send a message to your care team
- manage your appointments
- update your contact and coverage information

To register, visit womenscollegehospital.ca/myhealthrecord

To download the app on your iPhone, Android or tablet device, visit womenscollegehospital.ca/myhealthrecord and click on the following icons:
FRAGRANCE-FREE POLICY
Women’s College Hospital is committed to providing a safe and healthy environment. We ask that staff, physicians, volunteers, students, faculty, patients and visitors refrain from wearing perfumes, colognes and other scented personal care products while at Women’s College Hospital.

HEALTH INFORMATION DEPARTMENT
The confidentiality of your health information is very important to Women’s College Hospital. Information is only shared as authorized by you, the patient, legal representatives or as required by law.

If you would like a copy of your Women’s College Hospital health record, please go to the Health Information Department (P1 level) to complete a request form. Health records requests will be processed within 30 days. Please note that there is no charge to send a copy of your health record to your healthcare provider, but if you would like a copy of the records for personal use you will be charged a fee. You can also sign up for myHealthRecord – Women’s College Hospital’s online medical record portal for patients.

Hours: Monday to Friday, 8 a.m. to 4 p.m.
To contact the Health Information Department, please call 416-323-6400 ext. 6098.

INFECTION PREVENTION AND CONTROL
The Infection Prevention and Control Program is responsible for working with employees, visitors and patients to minimize hospital-acquired infections. To control the spread of these infections we use routine practices such as:

• hand hygiene • environmental cleaning • sterilization of equipment • single use of supplies
• education • additional precautions

You too can help prevent the spread of germs by:
• Cleaning your hands with hand sanitizer when entering and exiting the hospital.
• Covering your cough and sneeze and wearing a mask to protect others.
• Asking relatives and visitors not to accompany you if they are ill.

If you have any questions about our hospital’s Infection Prevention and Control Program, please contact Infection Prevention and Control at 416-323-6400 ext. 3102.

INFORMATION DESK
The information desk is located on the ground floor in the Peter Gilgan Atrium, and is open Monday to Friday from 9 a.m. to 4 p.m. If the information desk is closed, please use the phone on the desk and dial 0 for assistance or directions.

INTERPRETER SERVICES
Women’s College Hospital provides quality language interpretation services for our patients and their families free of charge. It is important to us that our healthcare services are provided in the languages that our patients speak and understand. Please let us know when booking your appointment if a language interpreter or an American Sign Language (ASL) interpreter is needed. Staff will make arrangements at no cost to you.

LOST AND FOUND
If you have lost anything at the hospital please check at the Security Office located on the ground floor, in the Atrium.
MISS MARGARET ROBINS ARCHIVES OF WOMEN’S COLLEGE HOSPITAL
The archives acquires and preserves records, photographs and artefacts related to the history of Women’s College Hospital with a special focus on the history of women in medicine, the history of nursing and early hospitals in Canada. The archives is open to the public. To make an appointment please call 416-323-6400 ext. 4076 or email wch.archives@wchospital.ca.

MY HEALTH RECORD
myHealthRecord is Women’s College Hospital’s online patient medical record that gives you access to your health information online at any time, from anywhere. By registering for myHealthRecord you can:
• view your medical information online including test results
• send a message to your care team
• manage your appointments, and more.

To register, visit womenscollegehospital.ca/myHealthRecord. Use the activation code and medical record number (MRN) found on your personalized activation letter to complete the registration process. This letter will be given to you at check-in, and you can also receive this information from your healthcare provider. For more information or if you need assistance, please email myhealthrecord@wchospital.ca.

PATIENT REGISTRATION
For your registration, you will be asked to provide:
• your health card
• the name, address and telephone number of your emergency contact

You may also be asked for:
• the name of your family doctor, and his or her address and telephone number

Your safety is our main concern. We need to match the correct person to the correct care. To identify you correctly, you will be asked your name and date of birth by each member of your care team.

PHARMACY
Rexall Pharmacy is located on the ground floor and offers a variety of services to complement your healthcare goals, including Rexall Auto Refill, flu shots and specialty compounding.

Prescription refill requests may be left after hours at 416-323-6250 for the next business day pickup. In addition to being a full-service pharmacy, Rexall also offers other health, beauty and daily living items.

Hours: Monday to Friday, 9 a.m. to 8 p.m. and Saturday 10 a.m. to 2 p.m.

PHOTO, VIDEO AND VOICE RECORDING
In order to respect and protect the privacy and confidentiality of all patients, visitors, staff and volunteers, Women’s College Hospital does not permit recording voice, capturing photos or taking videos while on hospital property except with the written approval from the Strategic Communications department and from anyone who would be included in the recording, photos or video. To contact Strategic Communications, please call 416-323-6400 ext. 4054.

PRAYER ROOM/LABYRINTH
Women’s College Hospital’s Labyrinth and quiet prayer/reflection room is open to all patients, visitors, and staff. The prayer room is equipped with a foot wash sink. This space is located on the ground floor in the Atrium, near the Security Office, room 1415.

RESEARCH ETHICS BOARD
The safe and ethical conduct of research done at the hospital is overseen by the Women’s College Hospital Research Ethics Board. This arm’s-length committee reviews all research studies involving human participants according to ethical and scientific criteria and monitors studies in progress.

Anyone who is part of a research study at Women’s College Hospital and has questions or concerns about their participation in a research study is welcome to contact the research ethics office at 416-351-3732 ext. 2723 or ethics@wchospital.ca.
SECURITY OFFICE
Our Security Office is open 24 hours a day, seven days a week and is located on the ground floor, in the Atrium.

Contact information: For non-emergencies, please call 416-323-6090.

If an officer is not available to answer your call, dial “0” when the recording comes on and you will be directed to operators who will dispatch security officers to your call.

SMOKING
Women’s College Hospital is a smoke-free environment. The use of tobacco products is prohibited in all areas of the hospital including the inside of the building and all exterior grounds. This policy applies to staff, volunteers, students, visitors and patients who are within the boundaries of Women’s College Hospital. Smoking is also prohibited within 9 meters of entrances and exits.

Women’s College Hospital is in compliance with provincial and federal legislation for our healthcare facility, including: Smoke-Free Act of Ontario, Federal Tobacco Act, Occupational Health and Safety Act and Ministry of Health and Long-Term Care.

STELLA’S PLAYROOM
Located on the 7th floor, Stella’s Playroom is a supervised, short-stay “play zone” for children while families are tending to healthcare appointments at Women’s College Hospital. This free service can be booked provided space is available. The playroom is operated by a Registered Early Childhood Educator (RECE) and offers developmentally and age appropriate activities. To protect hospital patients, clients and visitors, all children in care are required to be fever free (without fever-reducing medication) and symptom free for at least 24 hours prior to dropoff. To learn more or request scheduled care during an appointment time, please call 416-323-6400 ext. 4085. Please note this service is available for those attending appointments at 76 Grenville St. only.

Hours: Monday to Friday 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.

SUTHERLAND-CHAN CLINIC
Located on the ground floor, Sutherland-Chan Clinic is a private massage clinic and an established leader in the massage therapy industry. To make an appointment, please call 647-748-8585. Walk-in appointments are also available.

Hours: Monday to Friday, 9 a.m. to 8 p.m.; Saturday and Sunday, 10 a.m. to 5 p.m.

TAXIS
Please visit the Information Desk in the Atrium for direct lines to Co-op Taxi, Beck Taxi and Royal Taxi.

TELEPHONES
A courtesy telephone is located at the Information Desk in the Atrium. Please note that there are no pay phones in the building.

WI-FI
Free wireless Internet access is available throughout the building. Please ask the reception for a password and more information.
**WomensHealthMatters.ca**, developed by Women’s College Hospital, is your trusted source of information, news and research findings on women’s health. WomensHealthMatters.ca is your place to find reliable health news, connect with peer groups and health experts, and share your own stories.

Visit our **new featured health centres**, on women’s top health priorities – mental health, heart health, diabetes and bone and joint health. You’ll also find up-to-date news on women’s health research, useful resources, interactive tools and much more.

**WCHI**
**WOMEN’S HEALTH MATTERS**
**WOMEN’S COLLEGE HOSPITAL**

**STAY CONNECTED** www.womenshealthmatters.ca
Support the life-changing work of your hospital by joining Women’s College Hospital’s donor family!

You can help advance healthcare for women and for everyone by joining our family of over 33,000 dedicated donors. Here’s how you can make a difference today:

• Say thank you to your WCH caregiver: Has someone at WCH gone above and beyond for you or someone you love? Show them how much it means by making a donation in their honour. Learn more at www.givewiththanks.ca or call 416-323-6323.

• Become a monthly or annual donor: Setting up a regular gift is an easy and convenient way to have a significant and long-term impact on the work of Women’s College Hospital. All gifts make a difference.

• Honour someone special: Making a donation in honour or in memory of someone special is a meaningful and impactful way to celebrate those close to you.

• Leave a legacy: You can create a powerful legacy of support for WCH by naming the hospital in your will, life insurance, registered retirement savings fund or by making a gift of securities.

• Host your own event: Rally your friends and family to raise support for WCH by hosting a fundraising event or encouraging donations in lieu of gifts.

Donate today! Giving is this easy:

• Call the Foundation at 416-323-6323.
• Visit www.wchf.ca and click on Ways to Give or Donate.
• Visit us on the 4th floor at WCH (76 Grenville Street) – turn left once you get off the elevators or stairs.

Engage with us:

• Follow us on Twitter @wchf and Facebook at facebook.com/wchfdn.
• Sign up for regular e-news updates by emailing foundation@wchospital.ca.

Do you have a special story to share about how WCH has made a difference in your life? We would love to hear from you! Contact us or visit www.wchf.ca and click on Share Your Story under the Why Give? section.

“Women’s College Hospital helps women take control and get their lives back. Thank you!”

– Hamila Lotfi, breast cancer patient

Women’s College Hospital Foundation’s Charitable Registration Number: 119302628RR0001
“For me, it’s all about recognizing the excellent care I received. I’m so grateful.”
– SUSAN, GRATEFUL DIABETES PATIENT

Has a member of your care team gone above and beyond? Show them how much it means by making a donation in their honour.

To donate, visit: givewiththanks.ca
The patient relations service at Women’s College Hospital works to support patients and provide a link to strengthen, personalize and enhance the relationship between patients and their healthcare team.

**HOW DOES PATIENT RELATIONS IMPROVE THE PATIENT EXPERIENCE?**

- serves as a liaison between patients, caregivers and their healthcare team
- promotes patient satisfaction
- serves as a point of contact for organization-wide feedback including compliments and complaints
- provides feedback from the patient, caregiver and visitor to the organization to continually improve the patient experience
- provides information regarding services/resources both within and outside the hospital
- answers questions about hospital policies and processes
- reviews issues about care and service with the intent to resolve conflict

**PROVIDING FEEDBACK ABOUT YOUR EXPERIENCE:**
Women’s College Hospital staff, physicians, volunteers and students are committed to providing quality patient care. We welcome feedback about what we are doing well and how we can improve the care and services that we provide.

**CONTACT PATIENT RELATIONS:**

- to express thanks to Women’s College Hospital staff, physicians, students or volunteers
- when you have general or specific questions or need information concerning the services and/or processes at Women’s College Hospital and your healthcare team cannot provide the assistance you require
- to share ideas for improving our services and processes
- if you have concerns about our services or your interactions with our staff, physicians, students or volunteers and you are unable to resolve the issue directly with a member of the healthcare team

**GET INVOLVED**
The ranks of our patient and family collaborators are growing and there are many exciting opportunities to get involved at WCH. If you want to learn how you can become involved in research, education and/or quality improvement at WCH and join our roster of patient advisors, please contact us at the number or email address listed below.

Patient relations contact information:
416-323-7702 | patient.relations@wchospital.ca
HOW WE PROTECT YOUR PRIVACY
• We treat your personal health information with respect and sensitivity in accordance with the Ontario Personal Health Information Protection Act (PHIPA) and all other applicable laws.
• We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
• We conduct audits and investigations to monitor and manage our privacy compliance.
• We take steps to ensure that everyone who performs services for us protects your privacy.

COLLECTION OF PERSONAL HEALTH INFORMATION
• We collect personal health information about you directly from you or from the person acting on your behalf. That information might include your name, date of birth, address, health history, records of your visits to Women’s College Hospital and the care that you received during those visits.
• Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

USES AND DISCLOSURES OF PERSONAL HEALTH INFORMATION
We use and disclose your personal health information:
• to provide you with healthcare and assistance, both within and outside the hospital
• to communicate or consult about your healthcare with your doctor(s) and other healthcare providers
• to get payment for your healthcare and hospital services including from OHIP, WSIB and private insurance
• to plan, administer and manage our internal operations
• for risk management and patient safety activities
• for quality improvement activities (such as sending patient satisfaction surveys)
• for teaching
• for research which has been approved by the WCH Research Ethics Board
• to comply with legal and regulatory requirements, and fulfill other purposes permitted or required by law.

FUNDRAISING
We may give your name and address to the Women’s College Hospital Foundation for the purpose of fundraising activities at the hospital. If you wish to remove your name from our fundraising contact list, please contact our Privacy Office.

YOUR CHOICES
You may access, correct or withdraw consent to your record of personal health information by contacting the Department of Health Information at 416-323-6098.

FOR MORE INFORMATION ABOUT YOUR PRIVACY OR TO RAISE A CONCERN, CONTACT OUR PRIVACY OFFICE:
PRIVACY OFFICE
76 Grenville St., Toronto, Ont., M5S 1B2 • Phone: 416.323.7702
• Email: privacy@wchospital.ca

FOR MORE INFORMATION ABOUT YOUR PRIVACY RIGHTS, OR IF YOU ARE UNABLE TO RESOLVE A PROBLEM DIRECTLY WITH OUR HOSPITAL, CONTACT:
INFORMATION AND PRIVACY COMMISSIONER OF ONTARIO
2 Bloor St. E., Suite 1400, Toronto, Ont., M4W 1A8
Phone: 416.326.3333 or toll-free 1.800.387.0073 • Email: info@ipc.on.ca

View our privacy policy online at womenscollegehospital.ca/privacy
At Women’s College Hospital, equitable access for everyone is one of our core values. We are committed to providing equitable access and optimal health outcomes for all through community-informed, inclusive and responsive services. Our equity and community engagement programs aim to increase access, reduce barriers to services, and promote health equity for our diverse patient community. Below are just some examples of how this commitment translates to action:

ACCESS AND DISABILITY ISSUES:
In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Women’s College Hospital is committed to providing inclusive and responsive goods, services and employment supports in a manner that respects the dignity and independence of all persons with disabilities. To ensure that our services are accessible to everyone, we will enable access to assistive devices, and welcome persons with a disability who are partnered with a service animal. We also welcome the use of a support person to provide services or assistance with access to goods or services in the hospital.

THE CROSSROADS CLINIC, WCH’S REFUGEE HEALTH CLINIC:
The Crossroads Clinic opened in December 2011 and is the first hospital-based refugee health clinic in Toronto. The clinic provides full primary care to newly arrived refugees who have Interim Federal Health Program coverage, for their first two years in Canada. The clinic is staffed by a multidisciplinary team that includes physicians and nurse practitioners who have experience working with refugee populations. The clinic offers comprehensive primary care, as well as facilitating contact with agencies that provide help with issues such as housing, immigration and food security. To ensure language access, interpretation will be provided where required.

The clinic is located at 76 Grenville Street, 3rd floor.

**Hours of service:** Monday to Friday 8 a.m. to 4 p.m.
For an appointment or information call 416-323-6031.

LGBTQ HEALTH:
The Queer Women’s Health Initiative (QWHI) is a collaboration between Rainbow Health Ontario, Sherbourne Health Centre and Women’s College Hospital. Together we developed a health promotion campaign - Check It Out: Queer Women Need Paps Too! The Bay Centre for Birth Control at Women’s College Hospital provides drop-in Pap test services focused on the needs of queer women every Wednesday evening from 4 p.m. to 7:30 p.m. For more information, call 416-351-3700.

Trans Health
Women’s College Hospital is working to increase access, capacity and expertise for trans health services in Ontario. WCH offers transition-related surgeries in an outpatient environment and integrated programming supports in partnership with our acute care and community partners. Competent pre- and post-operative care services and expertise are being developed to ensure that trans people have access to highly-skilled, welcoming healthcare providers both for transition-related and general health issues.

For more information, contact our Equity and Community Engagement office at 416-323-6400 ext. 6245.
At Women’s College Hospital, equity is more than an idea.

That’s why we’re deeply committed to an Equity Vision that’s based on the principles we want to live by. For instance, we believe in an institution that is inclusive, welcoming and barrier-free. A place that honours differences so that people are treated based on their individual needs. For Andrea and Julia, that’s meant care without judgment. It’s meant never worrying about preconceived notions. It’s meant treatment that works for them.

“What’s so different here is that we’ve never been treated differently.”

> Julia Gonsalves, Andrea Bruner – patients (and moms to Gracie)
ACUTE AMBULATORY CARE UNIT (AACU) • 416-323-7302 • Ground Floor
The AACU provides urgent assessment, investigation and management of patients with complex medical conditions. A physician to physician discussion is required with a completed referral to follow.

AFTER CANCER TREATMENT TRANSITION CLINIC (ACTT) • 416-323-6400 ext. 3297 • 5th Floor
ACTT provides post-cancer treatment care that reflects the needs of cancer survivors. Call to inquire about referrals.

ALLERGY CLINIC • 416-323-6202 • 4th Floor • Consultation services. Physician referral required.

BAY CENTRE FOR BIRTH CONTROL • 416-351-3700 • 3rd Floor
Over three decades of expert and compassionate sexual and reproductive healthcare – including physical exams, counselling, information and referrals – for women of all ages. No referral required.

Special Treatment Clinic • 416-351-3800 ext. 2208
Same-day booked appointments for patients of all genders with sexually transmitted infections. Also provides asymptomatic checkups and teaching and counselling about STIs. To book and appointment call the number above Tuesday to Thursday from 9 - 11 a.m. and speak with a nurse who will schedule your appointment for the same-day evening clinic, 4 - 7 p.m. Please note, no drop-in appointments are available.

Drop-in Pap Program
A drop-in pap program available to any woman seeking a pap test. The program is staffed by a team of female nurses, ensuring all patients will be seen by a female clinician. Wednesdays 4 - 7 p.m.

BREAST CENTRE – HENRIETTA BANTING BREAST CENTRE AND BREAST IMAGING
• 416-323-6225 • 5th Floor
A world-class centre for breast cancer prevention, early detection, diagnosis, treatment, care, research and education in breast disease, now also offering peer support and information. Our interdisciplinary team includes: plastic surgeons, physician specialists, genetic counsellors, nurse navigators, physio and occupational therapists, and a support & information specialist from the Canadian Breast Cancer Foundation.

BRIEF PSYCHOTHERAPY CENTRE FOR WOMEN • 416-323-6011 • 7th Floor
The only program of its kind in Canada. Psychotherapists provide non-medical, time-limited psychotherapy through a “relational-cultural” mental health model developed specifically for women. Self-referral for wait list.

CARDIOLOGY PROGRAM • 416-323-7723 • 4th Floor • All clinics require a referral.
Offers expert care in women’s heart health, atherosclerotic heart disease, heart failure, hypertension, valvular heart disease, general cardiology, and cardiac diagnostics.

Cardiology Clinics • 416-323-6106 • Consultation and followup care.
Cardiology Lab • 416-323-6106 • Provides diagnostic testing.

Women’s Cardiovascular Health Initiative (WCHI) • 416-323-6400 ext. 4883
Canada’s only cardiac prevention and rehabilitation program designed exclusively for women, WCHI helps those at risk of heart disease and teaches those who already have it how to manage this chronic disease. Physician referral required.

CENTRE FOR AMBULATORY CARE EDUCATION (CACE) • 416-323-6400 ext.3019 • 2nd Floor
CACE is an extra-departmental unit shared between WCH and the Faculty of Medicine at the University of Toronto. CACE activities include a fellowship program focused on ambulatory care education research, programs of research led by CACE Scientists, an educational mentorship program for educational researchers, workshops in best practices in ambulatory care, CACE rounds and consulting.
WOMEN PUSHED BELOW THE POVERTY LINE FALL DEEPEST INTO THE HEALTH GAP

CLOSE THE #HEALTHGAP DONATE TODAY | LEARN MORE AT THEHEALTHGAP.CA
CENTRE FOR HEADACHE • 416-323-6136 • 3rd Floor
Ontario’s first hospital-based Centre for Headache, led by an international authority in the field, provides individualized treatment and education plans for patients suffering from migraine and other headache disorders. Physician referral required.

CROSSROADS CLINIC, WCH’s REFUGEE HEALTH CLINIC • 416-323-6031 • 3rd Floor
The clinic provides full primary care to newly arrived refugees for their first two years in Canada who have Interim Federal Health Program coverage. The clinic is staffed by a multi-disciplinary team that includes physicians and nurse practitioners who have experience working with refugee populations. Hours of service: Monday to Friday 8 a.m. to 4 p.m.

DERMATOLOGY PROGRAM • 416-323-7546 • 5th Floor
The largest and most diverse dermatological program in Toronto with more than 35 physicians providing care. Physician referral required.

Mohs Centre • 416-323-7732
The only centre in Ontario with specially trained physicians in Mohs micrographic surgery, a cutting-edge procedure with the highest cure rate of any treatment for non-melanoma skin cancers.

Phototherapy Education and Research Centre (PERC) • 416-323-7505
Canada’s first and largest light-treatment facility treats patients with photo-responsive skin conditions.

Ricky Kanee Schachter Dermatology Centre
The only clinic of its kind in Ontario with services including a general dermatology clinic, a hair loss clinic for women with complicated hair loss, an immunobullous diseases clinic, a melanoma and pigmented lesion clinic, a transitional clinic, a transplant clinic and a vulvar clinic (see Gynecology section for collaborative services).

Wound Care Centre • 416-323-6407
Internationally known, the centre treats all types of chronic wounds and also promotes standards of care for wound-healing to health providers around the world.

ENDOCRINOLOGY • 416-323-6013 • 3rd Floor
Specialists providing diagnosis, and/or management of endocrine conditions such as diabetes, thyroid disease, and PCOS (see Gynecology services for collaborative programs).

Diabetes – Centre for Integrated Diabetes Care • 3rd Floor
This service consists of an Integrated Complex Diabetes Program to help patient with complex care related to diabetes and poor diabetes control, as well as the Young Adult Program to address young people with Type 1 diabetes transitioning from pediatric to adult care. Physician referral required.

ENVIRONMENTAL HEALTH CLINIC • 416-351-3764
• Toll-free: 1-800-417-7092 • 77 Grenville St., main floor, room 107
A provincially designated resource helping those with environment-linked conditions such as chronic fatigue syndrome, fibromyalgia and chemical sensitivities. Physician referral is required.

FAMILY PRACTICE HEALTH CENTRE • 416-323-6060 • 77 Grenville St., 3rd and 4th Floors
One of Ontario’s largest family health clinics serving people of all ages. No referral required, but call to find out if we are accepting new patients.

FOOT CARE CENTRE • 416-323-6020 • 77 Grenville St. 1st Floor
Specialty orthotic and foot assessment clinic treating biomechanical foot problems. A wide range of foot care products and compression hosiery also available. Physician referral or orthotics prescription preferred.
GASTROENTEROLOGY CLINIC • 416-323-7543 • 4th Floor
Specialists focused on providing screening, assessment, diagnosis and management of gastroenterology conditions such as colon cancer and irritable bowel syndrome (IBS). Referral required.

GENERAL INTERNAL MEDICINE CLINICS • 416-323-7559 • Ground Floor/AACU
The clinic provides consultation to family practice for patients with acute medical issues or patients with multiple complex medical problems, and offers ongoing management of patients with complex medical problems.

Complex Care Clinic (CCC)
An interdisciplinary team treating patients with one or more medical co-morbidities.

GYNECOLOGY • 416-323-7744 • 5th Floor
The department of gynecology at Women’s College Hospital offers care in an interprofessional team of physicians, surgeons, nurses and nurse clinicians. The department offers the following collaborative clinics for women:
- Abnormal Uterine Bleeding Clinic
- Equity Clinic for refugees
- Familial Ovarian Cancer Clinic (FOCC) and FOCC-Aftercare Clinic
- General Gynecology
- Gynecology Colposcopy Clinic
- Gynecology Dermatology Clinic (in collaboration with Dermatology)
- Nurse Continence Advisor and Pessary Clinic
- Permanent Female Contraception Clinic
- Polycystic Ovarian Syndrome Clinic (in collaboration with Endocrinology)
- Premature Ovarian Insufficiency Clinic for Women with Syndrome (in collaboration with Endocrinology)
- Urogynecology Program
- Young Women’s Gynecology Clinic

HEMATOLOGY CLINIC • 416-323-7302 • Ground Floor/AACU
Provides assessment and treatment as well as co-ordination of clinical care for patients with blood diseases and blood-related cancers. Physician referral is required.

MEDICAL IMAGING • 416-323-7515 • 2nd Floor
In conjunction with the Department of Medical Imaging at the University Health Network and Mount Sinai Hospital, offers cutting-edge technology and specialized imaging in a patient-centred, ambulatory setting. Services include:
- X-ray; ultrasound; CT; MRI; nuclear medicine – 2nd floor
- Release of information – 2nd Floor
- Breast Imaging, mammography and breast ultrasound – 5th Floor
**Nephrology Clinic** • 416-323-7559 ext. 4 • Ground Floor/AACU
Provides assessment and follow-up to patients with acute or chronic kidney diseases, including hypertension, diabetes and primary renal diseases. Physician referral is required.

**Osteoporosis – Centre for Osteoporosis & Bone Health**
• 416-323-BONE (2663) • 4th Floor
An interdisciplinary model for chronic disease management, this program is for women and men with osteoporosis who want to slow down the progress of the disease, and for women who want to reduce their chances of developing it.

**Bone Mineral Densitometry Testing**
A bone density test uses X-ray technology to measure the bone mineral density in specific areas of the body to evaluate for low bone mass or osteoporosis. The results are used to help determine future fracture risk. Physician referral required.

**Osteoporosis Telemedicine Program**
Focusing on under-serviced and remote communities in Northern Ontario, the program provides clinical care and education for individuals who are at increased risk for fractures and bone loss related to osteoporosis. Physician or nurse practitioner referral required.

**Pain Program** • 416-323-6269 • 3rd Floor
The Pain Program in partnership with the Toronto Academic Pain Medicine Institute and its affiliated partners (St. Michael’s Hospital, University Health Network, Centre for Addiction and Mental Health and Sinai Health Services) provides specialized assessment, interventional procedures, multi-modal pain program and pharmacological optimization for patients living with chronic pain. This multidisciplinary team includes physicians, nurse practitioners, advanced practice nurses, pharmacists, psychologists, physical therapists and social workers.

**Radioactive Iodine Clinic** • 416-323-4874 • Ground Floor/AACU
Located in the Acute Ambulatory Care Unit (AACU) this service offers short stay overnight treatment for thyroid cancer. Patients are hospitalized in isolation during their 48-hour treatment period. Physician referral required.

**Respirology Program** • 416-323-6137 • 4th Floor
Diagnostic, treatment, education and management program for asthma, smoking, COPD and smoking related pulmonary disease (including emphysema and chronic bronchitis). Consultation and follow-up care. Physician referral required.

**Respirology Clinics**

**Pulmonary Function Lab**
Diagnostic testing and personalized smoking cessation program. Physician referral required.

**Rheumatology Program** • 416-323-6344 • 4th Floor
For patients with a wide variety of musculoskeletal and autoimmune diseases. Urgent appointments are available for patients with concerns about potential or known inflammatory arthritis, active autoimmune disease and more acute rheumatic conditions. A multidisciplinary team, including an advanced practice physiotherapist, provides specialized assessment and educational services. Physician referral required.
Are you a mother with a new baby and finding it hard to cope with how your life has changed?

Consider joining Mother Matters, our online support group for women with mood/adjustment challenges following the birth of their baby.

Mother Matters is a 10-week online support group run by the Mental Health Program at Women’s College Hospital. It will take place on a confidential discussion board, giving you the opportunity to share your thoughts, feelings, and experiences, while learning from and supporting other mothers. Each week a new topic will be explored, relating to issues that commonly emerge during the first year of life with a new baby.

Learn more @ womenscollegehospital.ca/mothermatters
The WCH Institute for Health System Solutions and Virtual Care (WIHV) is a real world solutions engine dedicated to solving the current and future problems of our healthcare system. Uniquely situated in Women's College Hospital (WCH) – the hospital designed to keep people out of hospital – WIHV is identifying the cutting-edge approaches that address gaps in the system.

WIHV brings solutions to make care more accessible, more effective, and less costly to deliver. Whether it's ground breaking approaches to reducing wait times for specialist care, access to MRI's or the overmedication of seniors – WIHV tests new proposals to determine if they are worthy of uptake across our entire healthcare system.

76 Grenville Street, 6th Floor Toronto, ON M5S 1B2 | 416.323. 6400 ext. 6096
SEXUAL ASSAULT/DOMESTIC VIOLENCE CARE CENTRE (SA/DVCC)
• 416-323-6040 • Ground Floor/AACU, room 1305
The Sexual Assault/Domestic Violence Care Centre (SA/DVCC) provides care to women, men and trans persons age 14 and over who have been recently assaulted (within previous 7 days). A nurse is available 24 hours/day. Patients can come to the Grosvenor St. entrance and request to speak with the SA/DVCC nurse. Care includes crisis support, forensic examination and documentation, health assessment and the provision of medications for the prevention of sexually transmitted infections and pregnancy. Follow-up care and counselling services are also available.
If the patient requires medical attention and physician care, the patient should go to their closest emergency department for treatment. The SA/DVCC nurse can be contacted by the emergency department staff to arrange for services.

SUBSTANCE USE SERVICE /ADDICTIONS MEDICINE (a collaboration with Addictions Medicine and Addictions Psychiatry) • 416-323-7559 ext. 7 • 3rd Floor
The Substance Use Service at Women’s College Hospital is an interdisciplinary service that provides assessment, counselling and follow-up to patients with substance use. Services include: medication for substance use disorders, including alcohol and opioid use disorders; smoking cessation; short-term case management; outpatient withdrawal management, and more. Physician referral required. For self-referrals, please call 416-323-7559 ext. 7 to book an appointment.

SURGICAL PROGRAM
The surgical program provides comprehensive ambulatory surgery services, specializing in breast cancer, plastics/ reconstruction, orthopedic sports medicine, chronic pain, gender transition-related surgeries, thyroid, urology/male infertility and gynecology. Referrals are required. The operating rooms are located on the 8th floor.

- Preadmission Clinic • 416-323-6260 • 8th Floor
Prior to your surgery an appointment will be booked with a nurse to complete a nursing assessment that may include blood tests and electrocardiogram. They will also provide you with instructions to prepare you for your surgery and recovery at home. You will also receive a consultation with an anesthesiologist.

- Surgical Clinics and Minor Surgical Procedures • 416-323-4001
Surgical Clinic program encompasses consultation, treatment (includes minor operative procedures) and follow-up with a surgeon or anesthesiologist.

- Head and Neck/Thyroid Clinic – 3rd Floor
- Orthopedic Clinic – 4th Floor
- Plastics/Minor Procedures Clinic – 5th Floor
- Urology Clinic and procedures – 5th Floor
- Anal Rectal Clinic – 5th Floor
- Breast Reconstruction Workshop
An informal information session for women who are contemplating, or scheduled for, breast reconstruction surgery at Women’s College Hospital. For more information, or to sign up for the next workshop, please call (416) 323-7555.

TORONTO ACADEMIC PAIN MEDICINE INSTITUTE (TAPMI) • 416-323-6269 • 3rd floor
The Toronto Academic Pain Medicine Institute (TAPMI) is a network of pain management services in downtown Toronto. It is a partnership whereby all academic pain management hospitals - Women's College Hospital, St. Michael's Hospital, the Centre for Addiction and Mental Health, Sinai Health Systems, and the University Health Network – will work together to provide seamless care for Ontario’s chronic pain patients via a virtual hub and spoke model. The hub of services for this network is the outpatient multidisciplinary care at Women’s College Hospital.
VIRTUAL WARD • 416-323-6363 • Ground Floor/AACU
A model of care designed to support patients in conjunction with their family doctors for several weeks after hospital discharge. Physician to physician referral.

WCH INSTITUTE FOR HEALTH SYSTEM SOLUTIONS AND VIRTUAL CARE (WIHV) • 416-323-6400 ext. 6096 • 6th Floor
Established in 2013, the WCH Institute for Health System Solutions and Virtual Care is building on the legacy of a century of innovation in women’s health at WCH. Where healthcare intersects with public policy, business, engineering and computer science, our Innovation Fellows are leading change in Ontario. Whether it’s a new app to help patients manage diabetes or a better way of educating physicians about when to order tests – WIHV finds solutions that strengthen healthcare for everyone.

WELLNESS FOR INDEPENDENT SENIORS (WISE) • 416-323-6400 ext. 8092 • 3rd Floor
Helps seniors obtain information about health and wellness, link to community and support services, and cope with changes related to aging. Physician referral required.

WOMEN’S COLLEGE RESEARCH INSTITUTE (WCRI) • 416-351-3732 • 6th Floor
Established in 2006, Women’s College Research Institute, based at WCH, is the leading research institute in Canada dedicated to the health of women. Our multidisciplinary scientists conduct research that prevents complex chronic conditions and develop innovative health system solutions to deliver better care. WCH is fully affiliated with the University of Toronto, where all of our scientists hold academic appointments.

How can we keep up-to-date with WCH?
THE WAGE GAP IS DEPRESSING THE HEALTH GAP FAILS WOMEN WITH DEPRESSION

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PROGRAMS, SERVICES AND INSTITUTES

WOMEN’S MENTAL HEALTH PROGRAM • 416-323-6230 • 7th Floor

Addictions Psychiatry
Provides care for Women’s College Hospital patients only. Referral required.

General Psychiatry Program
Provides care for Women’s College Hospital patients only. Referral required.

Urgent Followup Clinic
Provides rapid assessment and short-term followup for Women’s College Hospital patients who are in an urgent mental health situation. Referral required.

Mental Health in Medicine Program
Helps patients deal with mental health problems associated with their illnesses and conditions. For Women’s College Hospital patients only. Physician referral is required.

Reproductive Life Stages Program
Helps women and their families with mental health issues relating to: the menstrual cycle; pregnancy (including substance use and pregnancy) and postpartum; the menopausal transition; and disorders of sexual development. Helps mothers with mental health issues and/or childhood interpersonal trauma with mother-infant parenting relationships. Helps with infant and children’s mental health. Referral required.

Child and Family Psychiatry Program
Consultation and short-term treatment for children aged 0 to 18 and their families, with concerns including: mood/anxiety, behaviour management, attention/hyperactivity, parenting, and parent-infant attachment. Referral required.

Mother Matters
Mother Matters is a 10-week online support group for women with mood/adjustment challenges following the birth of their baby. Self-referral. For more information about the program including future session dates, please email mothermatters@wchospital.ca.

Trauma Therapy Program
Highly specialized therapies for adult women and men coping with the after-effects of childhood trauma – such as depression, self-harm, difficulties in relationships – related to abuse and/or severe neglect in childhood. A variety of group therapies and limited number of short-term individual and couple therapy spaces are offered. Health professional referral required.

Women Recovering from Abuse Program (WRAP) • 416-323-6400 ext. 4863
Intensive group therapy for women suffering from childhood abuse or trauma. Self-referral or referral by a health professional.

Our social media channels
@wchospital  face.wchs/ wchospital
instagram.com/wchospital  youtube.com/wchospital

Please visit our website at womenscollegehospital.ca/stay-connected to subscribe to our digital publications:
• WCH Connect – our hospital newsletter with news, events & updates from WCH
• Women’s Health Matters – a monthly health and wellness newsletter from WomensHealthMatters.ca
• WCRI IMPACT – a quarterly newsletter with news and information about the work of our researchers
THE HEALTH GAP
FOR WOMEN IS GETTING WIDER
YOUR GRIT AND GENEROSITY CAN CLOSE IT

CLOSE THE #HEALTHGAP
DONATE TODAY | LEARN MORE AT THEHEALTHGAP.CA
IS THE WAGE GAP DISHEARTENING?

THE HEALTH GAP MAY ACTUALLY GIVE YOU A HEART ATTACK

CLOSE THE #HEALTHGAP DONATE TODAY | LEARN MORE AT THEHEALTHGAP.CA
On June 10, 2016, Women’s College Hospital celebrated the official ribbon cutting for its new state-of-the-art building. Prime Minister Justin Trudeau, Premier Kathleen Wynne, Mayor John Tory, and numerous other dignitaries, special guests, as well as philanthropic donors, staff, clinicians and volunteers joined in the celebration of this exciting milestone in the hospital’s history. The event also included the unveiling of a commemorative stone and historic time capsule by Prime Minister Trudeau and Premier Wynne. The ribbon cutting marks a new chapter in the hospital’s history and ushers in the next era of exemplary patient care and advancements in the health of women.

To view more photos and a video from this event, please visit [www.womenscollegehospital.ca](http://www.womenscollegehospital.ca).
Women’s College Research Institute is committed to improving care and developing innovative healthcare solutions through research. The needs of patients drive our research, and the findings impact the care delivered in our clinics. In fact, 75 per cent of our scientists also provide clinical care to patients. We are fully affiliated with the University of Toronto, and our research has worldwide influence.

**HEREDITARY CANCER**
Our hereditary cancer research group, led by Dr. Steven Narod, is internationally renowned for its expertise in hereditary breast and ovarian cancer. The team has shed new light on the risk factors for these cancers, informing prevention and treatment. Recently, Dr. Narod published a landmark study that showed women with cancer inside the milk duct, known as ductal carcinoma in situ (DCIS), have a higher risk of death than previously thought. In addition, scientist Dr. Mohammad R. Akbari recently discovered a new breast cancer gene named RECQL – an exciting step towards identifying more women at risk and better understanding of the molecular basis of breast cancer.

**MENTAL HEALTH**
Scientists at Women’s College Research Institute are addressing gaps in mental healthcare for women. We are particularly interested in maternal mental illness, which is one of the most common health conditions during and after pregnancy. Research by Dr. Simone Vigod, a scientist and psychiatrist, is breaking down barriers for pregnant and postpartum women to access mental health treatment. Our research in improving maternal health will also ensure that children grow up healthy.

**CHRONIC CONDITIONS AND AGING**
Many people who rely on Women’s College Hospital are women living with multiple chronic conditions. That’s why our scientists are focused on investigating the complexities of these conditions and finding new ways to prevent them, particularly among women. Research by Dr. Lorraine Lipscombe, an endocrinologist and scientist, is helping women prevent and manage diabetes with care that fits their lives. Since older adults are now living longer and with more chronic conditions, our research also focuses on better care for older men and women. Dr. Paula Rochon, vice-president of research and senior scientist, is discovering better ways to promote health and wellness for understudied older adults, most of whom are women, by improving how drug therapy is prescribed.

**SEXUAL VIOLENCE**
Our scientists are improving care for victims of sexual assault and domestic violence. The work of Janice Du Mont, EdD., Robin Mason, PhD, and Sheila Macdonald, MN., is informed by consultation with community, clinicians, and survivors of gendered violence. Out of these collaborations, they have designed training for health care providers and developed, implemented, and evaluated new programs of care for survivors. They advocate for ending gendered violence by sharing their findings with the public, health and social service providers, and government decision-makers using novel Knowledge Translation tools, as well as contributing to national and provincial strategic planning initiatives and policy advisory committees.
HEALTH SYSTEM INNOVATION

In collaboration with the Women’s College Hospital Institute for Health System Solutions and Virtual Care, Women’s College Research Institute is building a legacy of developing health system solutions that improve care for everyone. Dr. Onil Bhattacharyya, physician and Frigon-Blau Chair in Family Medicine Research, applies principles from technology start-ups to design and test new models of care, particularly for patients with complex needs. To improve post-surgery follow-up care after reconstructive breast surgery, Dr. John Semple, Canadian Breast Cancer Foundation – Ontario Division Chair in Surgical Breast Cancer Research, has developed a mobile app that patients and surgeons can use to exchange information and monitor recovery remotely. Our research is enabling Women’s College Hospital and other institutions across the province to deliver cost-effective solutions that improve patient experiences and outcomes.

To read more in-depth stories about how our research is making a difference, visit [www.womensresearch.ca/publications](http://www.womensresearch.ca/publications)