



PATIENT HANDBOOK

visit us | [womenscollegethompson.ca](https://www.womenscollegethompson.ca)

WCH
WOMEN'S COLLEGE HOSPITAL
Healthcare | REVOLUTIONIZED

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.

At Women's College Hospital we have a bold vision to revolutionize healthcare for a healthier, more equitable world. And our vision starts with you – our patients and the diverse communities we serve.

You may already know that Women's College Hospital is a hospital like no other – we are Toronto's only independent academic, ambulatory (or out-patient) hospital. This means we don't have any in-patient rooms or an emergency department, but we do have some of the world's leading health professionals and we provide clinical treatments, diagnostic testing and complex surgeries, all without requiring in-patient beds. We like to say that we're a hospital designed to keep people out of hospital.

Our values of equity, quality, people, courage and collaboration are at the centre of everything we do – from the programs we develop to the care we provide and the safe, inclusive environment we create.

We strive to be an organization that reflects the diversity of the world we live in and offers the best healthcare options for everyone. We advocate for health equity because we know that a healthy society requires a level playing field where everyone has access to timely, high quality, accessible and compassionate care. This commitment to you is reflected in our Declaration of Patient Values.

Every day, our hospital staff, clinicians, researchers and volunteers work together to care for you and find solutions to our health system's greatest challenges to ensure that healthcare becomes more accessible, inclusive and effective – now and for decades to come.

Welcome to Women's College Hospital.

We're honoured to have you as a member of our community.



*Heather McPherson
President and CEO
Women's College Hospital*



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Visit [womenscollegehospital.ca/stay-connected](https://www.womenscollegehospital.ca/stay-connected) to subscribe to our newsletters:

WCH Connect

Weekly hospital news, events and updates

Women's Health Matters

Monthly health and wellness information from WCH experts

WCH Impact

Quarterly news and information about our research work



WOMEN'S COLLEGE HOSPITAL

OUR STRATEGY – HEALTHCARE REVOLUTIONIZED



MAP AND DIRECTIONS

Emergency services are not available at Women's College Hospital.
In the case of an emergency, please call 911.



Our programs and offices can be found at these two locations:

■ 76 Grenville St., Toronto, Ont. M5S 1B2 ■ 77 Grenville St., Toronto, Ont. M5S 1B3

Women's College Hospital is located at **76 Grenville Street**, just north-east of the intersection of University Avenue and College Street.

Public Transit


If you're travelling by TTC, Women's College Hospital is a five minute walk from both College Station and Queen's Park Station. It can also be accessed by the 506 Carlton Streetcar, with the stop located at the intersection of Elizabeth Street and College Street.

Patient Drop-off

If you're travelling by car, taxi or Wheel-Trans, patient drop-off areas are located at the Grenville Street and Grosvenor Street entrances. Both entrances are fully wheelchair accessible. For after-hours access, please use the intercom at the Grosvenor Street entrance.

Parking

Underground parking is available for patients and visitors from 6 a.m. to 7 p.m. on levels P2 and P3. Access to this parking lot is on Grenville Street.

 \$3 for 30 minutes to a daily maximum of \$24

Vehicle height restriction: 6'8" or 2.1m

Taxis

Direct lines to Co-op Taxi, Beck Taxi and Royal Taxi can be found at the information desk in the Peter Gilgan Atrium.

Bicycle Storage

Bike rings are located around the hospital on Grenville Street, Bay Street and Grosvenor Street.

Electric Car Charging Stations

Women's College Hospital's parking lot is equipped with eight electric car charging stations. The stations are "Level 2" charging stations that use a 240-volt system and can fully charge a vehicle from a 0 per cent charge in four to six hours.

Discounted Parking Pass Bundle

Buy 5 prepaid Women's College Hospital parking passes for **\$60 – a 50% discount** from the daily maximum rate.

Passes can be purchased from our Business Office on the third floor of the hospital.



Hospital Hours

Women's College Hospital is open from Monday to Friday, 6 a.m. to 7 p.m. After-hours access to the hospital, including the Sexual Assault and Domestic Violence Care Centre (SADVCC), is through the Grosvenor Street entrance. Please use the intercom near the door to contact security.



Patient Registration

When checking in for your appointment, you will be asked to provide:

- Your health card or another piece of photo identification
- The name, address and telephone number of your emergency contact
- You may also be asked for the name, address and telephone number of your family doctor

If you are checking in with your OHIP card, self check-in is available at our Welcome Kiosks located throughout the hospital.

Your safety is our main concern. To identify you correctly, you will be asked your name and date of birth by each member of your healthcare team.



myHealthRecord

myHealthRecord is our online patient medical record that gives you access to your health information online at any time, from anywhere. Become an active participant in your own healthcare by registering for myHealthRecord at womenscollegehospital.ca/myhealthrecord



Accessibility

Women's College Hospital is fully accessible and all clinics have wheelchair-accessible washrooms.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Women's College Hospital is committed to providing inclusive and responsive goods and services 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, including, but not limited to, wheelchairs, hearing devices and accessible beds. We also welcome those partnered with a service animal or support person.



WiFi

Free WiFi is available throughout our building.

Network: WC_Guest

Password: WomensCollege

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:



For care program hours of operation, please visit www.womenscollegehospital.ca

A physician referral is required for all clinics unless otherwise noted. Your physician can download a referral form on the appropriate clinic page of our website.

A

Acute Ambulatory Care Unit (AACU)

Ground Floor | 416-323-7302

After Cancer Treatment Transition Clinic (ACTT)

Floor 5 | 416-323-6400 ext. 3297

Atrial Fibrillation Clinic

Ground Floor | 416-323-7302

B

Bay Centre

Floor 3 | 416-351-3700

Physician referral not required

Breast Centre

Floor 5 | 416-323-6225

Breast Imaging/Mammography

416-323-6400 ext.3080

Genetics and Hereditary

Breast Cancer Clinic | 416-323-6225

C

Cardiology

Floor 4 | 416-323-7723

Cardiology Clinics | 416-323-7723

Cardiology Diagnostic Testing

416-323-6106

Cardio-Rheumatology Clinic

416-323-6400 ext. 5109

Women's Cardiovascular Health

Initiative | 416-323-6400 ext. 4883

Centre for Headache

Floor 3 | 416-323-6136

Crossroads Clinic

Floor 3 | 416-323-6031 | Physician referral not required | Language interpretation services available

D

Dermatology

Floor 5 | 416-323-7546

General Dermatology Clinics

416-323-7546

Mohs Centre | 416-323-7732

Phototherapy Education & Research

Centre (PERC) | 416-323-7505

Psoriatic Arthritis (PsA) Service

416-323-6344

Wound Care Centre | 416-323-6407

E

Endocrinology

Floor 3 | 416-323-6013

Centre for Integrated Diabetes Care

Integrated Diabetes Program

Young Adult Program

General Endocrinology Clinics

** See "Surgical Services" for Endocrinology/Surgical Thyroid Clinic*

Environmental Health Clinic

77 Grenville St. | 416-351-3764

F

Family Practice Health Centre (FPHC)

77 Grenville St. | 416-323-6060

Family Way Obstetrical Group

77 Grenville St. | 416-323-6400 ext. 4867

Foot Care Centre

77 Grenville St. | 416-323-6020

G

Gastroenterology Clinic

Floor 4 | 416-323-7543

General Internal Medicine Clinics

Ground Floor (Acute Ambulatory Care Unit)
416-323-7559

Gynecology

Floor 5 | 416-323-7744

Abnormal Uterine Bleeding Clinic

Familial Ovarian Cancer Clinic (FOCC) and FOCC-Aftercare Clinic

General Gynecology

Gynecology Colposcopy Clinic

Gynecology Dermatology Clinic

Polycystic Ovarian Syndrome Clinic

Premature Ovarian Insufficiency Clinic

Urogynecology Program

Women's Equity Clinic

Young Women's Gynecology Clinic

M

Medical Imaging

Floor 2 | 416-323-7515

CT (Computed Tomography Scans)

MRI (Magnetic Resonance Imaging)

Nuclear Medicine

Ultrasound | Walk-ins with physician referral accepted

X-Ray | Walk-ins with physician referral accepted

Mental Health Program

Floor 7 | 416-323-6230

Addictions Psychiatry

Brief Psychotherapy Centre for Women (BPCW) | 416-323-6011

General Psychiatry Program

416-323-6230

Mental Health in Medicine Program

416-323-6230

Reproductive Life Stages Program (RLS) | 416-323-6230

Child and Family Psychiatry Program | 416-323-6230

Mother Matters

mothermatters@wchospital.ca

Trauma Therapy Program

416-323-6230

Women Recovering from Abuse Program (WRAP) | 416-323-6230

N

Nephrology Clinic

Ground Floor (Acute Ambulatory Care Unit)
416-323-7559 ext. 4

O

Centre for Osteoporosis and Bone Health

Floor 4 | 416-323-2663

Bone Mineral Densitometry Testing

Osteoporosis Telemedicine Program

P

Pain Program

Floor 3 | 416-323-6269

R

Radioactive Iodine Service

Ground Floor | 416-323-6400 ext. 4874

Respirology Program

Floor 4 | 416-323-6137

Allergy Clinic | 416-323-6137

Pulmonary Function Lab | 416-323-6202

Respirology Clinics | 416-323-6137

Rheumatology Program

Floor 4 | 416-323-6344

Juvenile Idiopathic Arthritis Clinic

Rheumatology Clinics

S

Sexual Assault/Domestic Violence Care Centre (SA/DVCC)

Ground Floor (AACU) | 416-323-6040

Substance Use Service

Floor 3 | 416-323-7559 ext. 6

Rapid Access Addiction Medicine (RAAM) Clinic | Walk-ins accepted

before 11:30 a.m. on Monday, Tuesday and Thursday

Surgical Clinics

416-323-6014

Anal Rectal Clinic

Floor 5 | 416-323-6014

Endocrinology/Surgical Thyroid Clinic

Floor 3 | 416-323-6400 ext. 7532

General Surgery Clinic

Floor 5 | 416-323-6014

Orthopedic Sports Medicine Clinic

Floor 4 | Physician contacts listed online

Plastic Surgery Clinic

Floor 5 | 416-323-6014

Transition-Related Surgery Clinic

Floor 5 | 416-323-6400 ext. 4339

Urology Clinic | Floor 5 | 416-323-6014

Surgical Services | Floor 8 | 416-323-6014

Operating Rooms

Preadmission Clinic

V

Virtual Ward

416-323-6363

W

Wellness for Independent Seniors (WISE)

Floor 3 | 416-323-6400 ext. 8092

Bank Machines | Peter Gilgan Atrium

Proceeds from ABM transaction fees are directed to Women's College Hospital.

Business Office | Floor 3 | 416-323-4411 | Weekdays 8 a.m. to 4 p.m.

Patient accounts can be settled at the Business Office. Services include:

- Patient billing and payments processing
- Honorarium payments for research participants
- Sale of discounted parking pass bundles
- Deposit drop-off

Conference Services

The Conference Centre provides flexible, environmentally-friendly facilities for corporate meetings and events, conferences, symposiums, receptions and other special events. It includes a 154 seat auditorium, seven break-out rooms, a business centre, catering kitchen, full A/V services and our iconic Pink Cube. The spacious and bright Peter Gilgan Atrium is also available for after-hours and weekend rentals.

For booking inquiries, please e-mail conference_services@wchospital.ca

Dining and Retail Services | Peter Gilgan Atrium | Weekdays only unless otherwise noted

A variety of food, drinks and gifts can be purchased at the following locations:

Extreme Pita | 7 a.m. to 6 p.m.

Jugo Juice | 7 a.m. to 6 p.m.

La Prep | 7 a.m. to 5 p.m.

Sushi Shop | 10 a.m. to 6 p.m.

Thai Express | 10 a.m. to 6 p.m.

Rexall Pharmacy | 416-323-6250 | Weekdays 9 a.m. to 8 p.m. and Saturdays 10 a.m. to 2 p.m.

Sutherland-Chan Clinic | 647-748-8585 | www.sc-clinic.com | Weekdays 9 a.m. to 8 p.m.,
Saturday & Sunday 10 a.m. to 5 p.m. | Walk-in appointments available.

Vivah Jewelry | 8 a.m. to 6 p.m.

Ethics Program | 416-323-6400 ext. 7766 | www.womenscollegehospital.ca/ethics

Our Ethics Program offers a consultation service with a bioethicist for hospital staff, patients and their friends/family who would like assistance with decisions or questions that are ethically difficult, complex or unclear.

Health Information Department | Level P1, Room 208 | 416-323-6098

Confidentiality of patient information is a priority at Women's College Hospital. Information is only released as authorized by the patient, legal representative or as required by law. Under Ontario's Personal Health Information Protection Act, you have a right of access to your own personal health information.

Your request to obtain a copy of your health record will be processed within 30 days. The Health Information Department is unable to interpret or advise on personal health issues or care documented in the records. We recommend that your health records be reviewed with your healthcare provider, so that interpretation may be provided if necessary.

To request a copy of your health record, please visit womenscollegehospital.ca/HealthInformation

Mail: Release of Information, Health Information Department, Women's College Hospital
76 Grenville Street, Room P1-210
Toronto, Ontario M5S 1B2

Information Desk | Peter Gilgan Atrium | Weekdays 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.

Labyrinth and Prayer Room | Peter Gilgan Atrium, Room 1415 | Weekdays 9 a.m. to 4 p.m.

The Labyrinth and prayer room is open to all patients, visitors, staff and volunteers as a quiet room for reflection and prayer. The prayer room is equipped with a foot wash sink.

Language Interpreter and Translation Services

Women's College Hospital provides free language interpretation services for patients and their families when our healthcare providers, staff and/or volunteers do not share a common language or culture with the patient, or when the patient is deaf, deafened or hard of hearing.

When booking your appointment, please let us know if an interpreter is required and our staff will coordinate the service at no cost to you.

Lobby Lab | Peter Gilgan Atrium | Weekdays 8 a.m. to 5:30 p.m.

The Lobby Lab is open to Women's College Hospital patients seeking blood work/specimen collection.

Lost & Found | Peter Gilgan Atrium (Security Office) | 416-323-6090

If you have lost anything at Women's College Hospital, please check at the Security Office located in the Peter Gilgan Atrium.

Safety & Security Services | Peter Gilgan Atrium | 416-323-6090 (for non-emergencies)

Safety & Security Services are available 24/7. 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 location.

Stella's Playroom | Floor 7 | 416-323-6400 ext. 3029 | Weekdays 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.

Stella's Playroom is a supervised short-stay play zone for children whose parents/guardians are at their healthcare appointments at Women's College Hospital (76 Grenville Street only). This is a free service that can be booked for up to two hours. Space is limited and parents/legal guardians are encouraged to book appointments ahead of time. Those without appointments are welcome to drop-in to see if space is available.

The service is operated by a Kids & Company Registered Early Childhood Educator 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 drop-off.

Zero Tolerance Policy

Women's College Hospital is committed to providing a safe, healthy, secure and respectful environment for our staff, clinicians, patients and visitors. Any form of abuse is unacceptable, including verbal abuse and use of threatening language, action or attempted action that causes or could cause injury, and physical or sexual assault.

Fire Safety

In the event of an emergency, Women's College 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.

Infection Prevention and Control

The Infection Prevention and Control program works with staff, physicians and volunteers to help prevent the spread of germs and ensure safety for all patients and visitors. To help control the spread of infections, hand sanitizer dispensers are available near all elevators and in all the clinics. If you have experienced any cough or flu-like symptoms in the past 24 hours, please ask front desk staff for a mask.

Smoke-free Environment

Women's College Hospital is a smoke-free environment. The use of smoked or vaped tobacco and cannabis products is prohibited in all areas of the hospital, including the exterior grounds. This policy applies to staff, volunteers, students, visitors and patients who are within the boundaries of Women's College Hospital.

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, Ontario Cannabis Act, Federal Cannabis Act, Occupational Health and Safety Act and Ministry of Health and Long-Term Care.

Fragrance-free Policy

Please wear fragrance-free products and avoid using perfumes and colognes when visiting the hospital as some of our patients, visitors and staff feel sick when exposed to fragrances.

Photo, Video and Voice Recording

In order to respect and protect the privacy and confidentiality of our patients, visitors, staff and volunteers, Women's College Hospital does not permit voice recordings, photography or filming on hospital property without the approval of the Strategic Communications department and written consent from anyone who would be included in the recording, photos or video. This includes the use of personal devices, such as cell phones, for photography/videography/audio recording.

Please email strategic_communications@wchospital.ca for more information.

Service Animals

Service animals and therapy dogs are the only types of animals allowed in the hospital. The easiest way to identify a service animal is by the vest they wear. While service animals may look like pets, it's important to remember that they are doing a job. If they get distracted, they may make a mistake that could put them or the person they are with in danger. When you encounter a person with a service animal, please be respectful by speaking to the person and not to their animal. Please do not pet, photograph or call to the animal without the owner's permission.



HELP REVOLUTIONIZE HEALTHCARE

VOLUNTEER AT WOMEN'S COLLEGE HOSPITAL

Volunteers are valued members of the Women's College Hospital team. We offer engaging and meaningful volunteer opportunities in over 45 departments throughout the hospital. Volunteers play an important role supporting our programs and, most importantly, enhancing our patients' experience.

Learn more or apply to become a volunteer:

Volunteer Resources, Room 7409 | 416-323-6400 ext. 6180

volunteer@wchospital.ca

www.womenscollegehospital.ca/volunteer

WCH
WOMEN'S COLLEGE HOSPITAL
Healthcare | **REVOLUTIONIZED**



"Women's College Hospital has helped me get my health back on track since arriving in Canada. I'm so grateful for the care I've received. Giving back is my way of saying 'thank you.'"

Francis Ddembe, grateful Crossroads Clinic patient and monthly donor

You can join Francis in supporting Women's College Hospital by donating today at www.wchf.ca.

Together, we can revolutionize healthcare for a healthier, more equitable world.



Support the life-changing work of your hospital by joining Women's College Hospital's donor family!

Your generosity will help revolutionize healthcare for women and for everyone by advancing the highest priority needs of Women's College Hospital – including world-leading women's health research and internationally recognized clinical programs in cancer, heart health, mental health and much more.

Here's how you can make a difference today:

Say thank you to your Women's College Hospital caregiver: Has someone at Women's College Hospital 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 Women's College Hospital 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 Women's College Hospital 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 Women's College Hospital – turn left once you get off the elevators or stairs.

Engage with us:

- Follow us on Twitter [@wchf](https://twitter.com/wchf) and Facebook at facebook.com/wchfdn
- Sign up for regular e-news updates by emailing foundation@wchospital.ca

Miss Margaret Robins Archives of Women's College Hospital

416-323-6400 ext. 4076 | wch.archives@wchospital.ca | Visits by appointment only

As a national historic site, Women's College Hospital is committed to preserving its unique history. The Miss Margaret Robins Archives of Women's College Hospital acquires, maintains, preserves and makes available the historical records and artifacts of the institution.

In addition to documenting the rich history of Women's College Hospital, the collection also consists of archival material related to the history of women in medicine, the history of nursing and early hospitals in Canada.

Patient Relations | 416-323-7702 | Weekdays 9 a.m. to 4:30 p.m. | patientrelations@wchospital.ca

The Patient Relations office is available to support patients and their families by:

- Answering questions
- Addressing any concerns and facilitating a resolution
- Passing on compliments and positive feedback to staff and their managers
- Sharing suggestions you may have regarding your care and service

If you or your family have a concern or suggestion for improvement, if possible, please speak directly to the healthcare team providing your care and treatment or the manager of the clinic or service area. If this is not possible, please contact Patient Relations. We will acknowledge receipt of your concern within five business days, and help with resolution by facilitating communication between you and the Women's College Hospital healthcare team.

If you have a compliment or good story about your care, we would appreciate hearing from you. Unless you request otherwise, we will do our best to share your comments with the staff and physicians who provided your care and treatment.

When you contact us, please include:

- Your name
- Patient's name (if not the same as yours)
- Best telephone number to contact you during business hours
- Brief description of the issue

Mail: ATTN: Patient Relations Office
Women's College Hospital
76 Grenville Street
Toronto, Ontario M5S 1B2

Privacy Office | 416-323-7702 | privacy@wchospital.ca

At Women's College Hospital, we respect the confidentiality and sensitivity of our patients' personal health information and are committed to protecting personal health information under the custody or control of Women's College Hospital in accordance with applicable Ontario privacy legislation, the guiding privacy principles set out by the Canadian Standards Association's Model Code for the Protection of Personal Information and privacy best practices.

As a provider of healthcare services to the residents of Toronto and the Greater Toronto region, Women's College Hospital collects, uses, discloses, retains and safeguards personal health information and is a health information custodian under the Ontario Personal Health Information Protection Act, 2004 (PHIPA). Access to patient information is provided to only those physicians and staff that require access to provide or assist in providing care to a patient or as permitted by law.

In order to provide the best possible care to you, it is necessary for us to collect, use and disclose patient information. To guard against any unauthorized collection, use or disclosure of personal health information, your personal health information is appropriately safeguarded through a number of measures. This includes auditing/monitoring of our electronic systems, technological safeguards, investigating complaints and mandatory annual privacy training for all staff and physicians.

For more information or to raise a concern, contact our Privacy Office.

Equity and Community Engagement Office | 416-323-6400 ext. 6245

Equity at Women's College Hospital is not just something we talk about – it's something we strive to live every day, in every way. Women's College Hospital is committed to optimal access and health outcomes for all women and their families through community-informed, inclusive and responsive services.

Our equity and community engagement programs aim to increase access, reduce or eliminate barriers to our services, and promote health equity for our diverse patient community and workforce.

Wise Practices for Reconciliation in Indigenous Healthcare

IndigenousHealth@wchospital.ca

In collaboration with Indigenous communities, Women's College Hospital is committed to implementing "Wise Practices" for Reconciliation in Indigenous healthcare.

Women's College Hospital supports holistic educational opportunities for learners and staff, which are inclusive of Indigenous ways of knowing so that all of our Indigenous clients experience high-quality, culturally safe care.

Would you like to **share your thoughts with us to help improve healthcare** for everyone?



If you are a Women's College Hospital patient, caregiver or community member you can become an Experience Advisor.

The Experience Advisor Program engages patients, families, caregivers and community members to learn about your experience at Women's College Hospital and in the healthcare system, so together we can create truly patient-centred care, for a healthier and more equitable world.

womenscollegehospital.ca/ExperienceAdvisor
patientexperience@wchospital.ca

**Experience
Advisor**
PROGRAM



Women's College Research Institute

At Women's College Research Institute our team of scientists are tackling some of the biggest challenges facing patients and the health system – in our province and beyond. Our scientists are world-renowned experts in their research fields, including hereditary cancer, dermatology, mental health, cardiology and more.

Many of our scientists are also clinicians, and see the issues that patients are facing first-hand in their clinical practices. Our patients' experiences are essential to developing and conducting research studies where results can be translated into new treatments and models of care – making healthcare better for everyone.

From mental health treatment to breast cancer prevention or diabetes care, our scientists are looking for patients to participate in research studies. If you are interested in participating in one of our current studies, visit www.womensresearch.ca to see a full list of opportunities.

Medical and Health Professions Education

Our patients are our partners in training future clinicians.

Women's College Hospital is a teaching hospital – this means that during your appointment, you may interact with students who are learning under the supervision of our clinicians, staff and researchers.

People you may meet include:

- Medical residents
- Nursing students
- Physiotherapy students
- Research students
- Medical secretary students

These interactions provide students with the opportunity to use the skills they have learned in the classroom as they begin to work with patients. If you ever have any questions or comments regarding your care, please do not hesitate to ask your healthcare team.



MAKING CARE MORE ACCESSIBLE, MORE EFFECTIVE AND MORE AFFORDABLE

THINKOVATION

Women's College Hospital 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



NOTES

Trusted health information from our experts to your inbox.



WomensHealthMatters.ca connects you with trusted health information from our experts with online health centres, topical articles, videos, quizzes and much more. Receive the latest information tailored exclusively for women by our physicians, researchers and other experts with our monthly e-newsletter, or follow us!

To learn more or sign up for our e-newsletter, visit: www.womenshealthmatters.ca

Stay connected on Facebook and Twitter   @WHealthMatters



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produced by Women's College
Hospital.*

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WCHH WOMEN'S HEALTH MATTERS
WOMEN'S COLLEGE HOSPITAL

CONNECTING WOMEN WITH TRUSTED HEALTH NEWS AND INFORMATION FROM OUR EXPERTS

STAY CONNECTED

womenscollegethospita.ca



@wchospital

