



North Dumfries
COMMUNITY HEALTH CENTRE

PATIENT HANDBOOK



WELCOME TO LANGS



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

Who are we?

Langs was established as a community development project in 1978 by a group of citizens and service providers concerned about vandalism and the lack of accessible services in the community. These individuals believed that the establishment of a community-based organization would play a positive and preventative role in the neighborhood.

Langs is a neighborhood based organization, and so much more! Langs has grown to become a dynamic, respected, multi-service organization that uses a community development approach to provide comprehensive health, social, and recreational services that are responsive to the changing needs of our community.

The Hub@1145

The Hub @1145 is a concept that brings multiple partners together under one roof in order to enhance the services available for the community at a convenient location. Partner agencies have been on site at Langs for many years in order to increase access and awareness of local services. Langs is co-located with the William E. Pautler Centre and over 20 community partners. **For the most up to date information on our partners and how to access them, please visit our website. www.langs.org**

Our Vision

Changed lives, healthy communities

Our Mission

Every person in our neighborhoods will have a place to call home for health, wellness and community support.

HISTORY OF THE NORTH DUMFRIES CHC



A steering committee of volunteers representing the township worked in partnership with Langs in Cambridge along with other community partners to bring a CHC to North Dumfries. This vision originated with community leaders more than a decade ago and is the result of the efforts of many hard working volunteers.

A comprehensive needs assessment was undertaken in the township which strongly supported the need for a CHC. For example, in the survey only 13.3% of 580 North Dumfries residents surveyed said that they have access to a family physician.

A proposal was prepared and submitted to the Ministry of Health and Long Term Care and the satellite was funded in 2004. As an experienced CHC, Langs was asked to be the sponsoring organization for the satellite.



CATCHMENT AREA

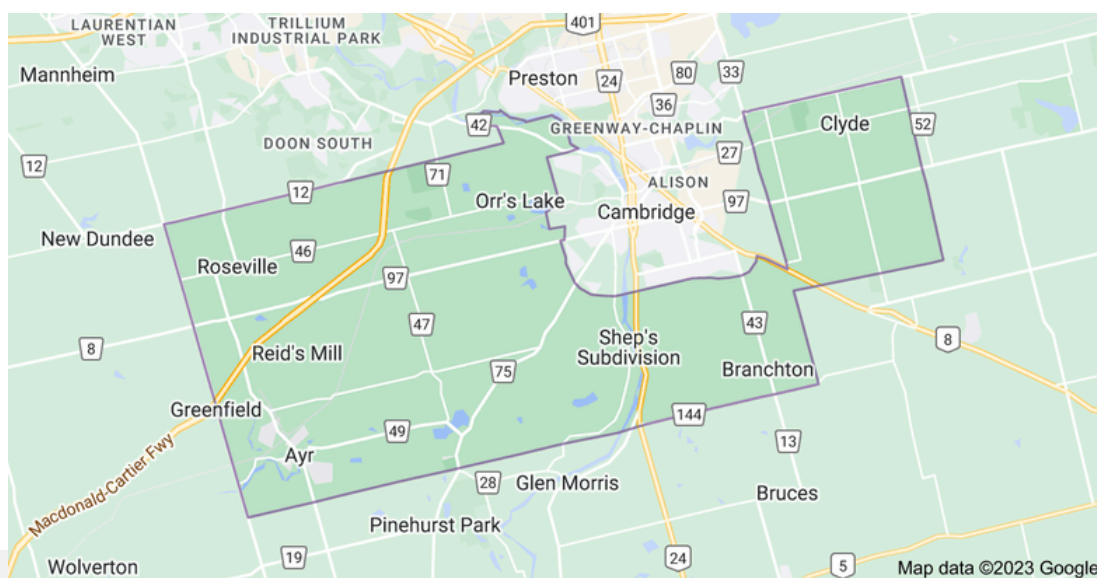
The catchment area for the North Dumfries Community Health Centre satellite includes North Dumfries Township as well as two communities in Oxford County and one community in Wilmot Township. The catchment has been defined based on information gathered from the community on where residents "naturally" access health care and other services. You must reside in the catchment area to be eligible for services.

These communities include:

Ayr, Drumbo, Reidsville, Canning
Washington, New Dundee, and Plattsville



Residents from the Clyde and Branchton area may access services at the Langs location at 1145 Concession Road, Cambridge, Ontario.



PRINCIPLES AND VALUES

PRINCIPLES:

A person's health and well being is impacted by income, housing, employment, education social support, food security and the environment. Each person's knowledge, skills and experience enrich our communities. The health and well being of individuals is enhanced by involvement in their community. Shared ownership and responsibility for their community is achieved through positive relationships among individuals, staff and volunteers. Services are welcoming, flexible and responsive to the changing need of communities. Working together with volunteers, staff and community partners facilitates easier access to services in the community.

VALUES:

Integrity
Respect
Accountability
Collaboration
Competence

EXPECTATIONS:

You can expect us to be courteous, professional and respectful. We strive to provide high quality, confidential services in an environment free of discrimination. We expect you to treat everyone at Lang's with respect and without discrimination.

PATIENT AND PARTICIPANT RIGHTS & RESPONSIBILITIES

You can expect:

- To be treated with respect, fairness and dignity.
- To be valued as an individual no matter your ethnic, physical ability, psychological, spiritual, language, family, gender, sexual orientation or cultural attributes.
- To be able to express opinions and be heard in a manner that is open, honest and safe.
- To be fully informed regarding all aspects of care or participation.
- To be supported with high-quality care and services.
- To be confident that your privacy and confidentiality will be protected and maintained.

We expect from you:

- To behave in ways that ensure a safe and respectful environment.
- To ask for more information when you need it.
- To participate in your care and take ownership of your health such as attending appointments as scheduled.
- To provide necessary, up-to-date information to your provider concerning relevant health and/or legal aspects impacting your care.
- To inform staff or volunteers of any accommodations you require.

PRIMARY CARE SERVICES



Our Team

The role of the clinical team is to provide a full range of primary health care services and to help you reach your health care goals. The team can also connect you with other community programs. Each patient at the ND CHC is rostered with a physician/nurse practitioner team that will best meet their needs.



Team Members

Our clinical team consists of nurses, nurse practitioners, physicians, medical administration staff, social workers, health guides, and outreach workers.



Who is eligible?

Anyone who lives in the catchment area listed on page 3. Please call the North Dumfries Community Health Centre at 519-632-1229.



Intake Session

You will be called to attend an 'Intake Session'. This is a short orientation where you will come to the CHC to learn about the services that Langs offers, what you can expect of us and what we expect of you. You will also have the chance to ask questions. You **must** attend the intake session before you can book your initial appointment.

APPOINTMENTS

You **must** have a booked appointment to see a provider. If other family members need care, they must have their own appointment.

Our medical receptionists work hard to ensure you are seen according to your healthcare needs. If you feel you need to be seen for a same day appointment, please call in the morning at 8:30 a.m. Please be prepared to share the reason for your visit in order for staff to book you appropriately. Your regular provider may not always be able to see you if their schedule is full or they are not scheduled to work that day. We will **always** do our best to get you an appointment with another provider.

We offer a variety of appointments including **same day/urgent appointments** and **pre-booked appointments**.

Pre-booked appointments can be made for the following reasons:

- Non-urgent issue
- Transportation issue
- Patients who require an interpreter (when booking your appointment, let us know if interpreter is required as we have a service we book for this).
- Elderly
- Complex patient
- Follow up appointments

Same day appointments are reserved daily for patients with acute/episodic needs (i.e. cough, cold, UTI, ear infection, sore throat etc.)

Nurse Triage

If you call for a same day appointment, the medical reception team may direct your call to a nurse for triaging.

The nurse will call you back to conduct a preliminary assessment in order to determine the urgency of your need and determine next steps. (i.e. direct you to local ER or book an appointment)

Your first initial appointment as a new patient will be your "meet and greet" appointment.

Please remember to bring:

- Medications, including vitamins/traditional remedies
- Any relevant records including your immunization records.
- Your Ontario Health Card

At least 24 hour notice is required to change or cancel your appointments.

Please be on time. Patients arriving late may be rescheduled.

IMPORTANT CLINIC INFORMATION

Online Appointment Booking

We are pleased to provide a secure platform that allows our patients to book a variety of different appointments using our online appointment booking system.

This can be accessed through our website: www.langs.org



Medical Emergencies

If you have a medical emergency, please go directly to your nearest ER department or call 911.

Inclement Weather Policy

In the event of inclement weather, information can be obtained from local radio stations, our website, and our social media platforms for updates regarding facility closures.

Forms

If you require a form to be completed, please allow us at least 30 days for form completion. Please complete your portion of the form first and then drop it off with the medical reception team. Your provider will determine if you need an appointment for completion. **We do not charge for any form completion.**

Test Results

We may request you to have lab testing. If the results are normal, we will not call you. If the results are abnormal, we will call you for a follow up visit. We will not give results to family members unless you give us written consent to do so.

PRESCRIPTIONS AND PHARMACIES



Medication

If you have no drug coverage for prescribed medications or products please let the nurse practitioner or doctor know ahead of time. Your medications may be paid for through:

- private insurance, as an employee benefit
- the Ontario Drug Benefits Program for seniors and people receiving social assistance
- Ontario Drug Program for individuals under 25
- the Trillium Drug Program helps people without private coverage who spend over 4% of their income on prescription drugs. We will provide the proper application forms. if you qualify.
- If you do not have private coverage, you will have to pay for your medications.

Prescriptions Refills or Renewals:

- You may need to make an appointment for prescriptions renewals.
- **Please allow up to 7 days for prescription renewals.**
- Patients have the option of visiting their local community pharmacy for the renewal of prescriptions for most medications. Patients can now also visit a participating pharmacy for the treatment of 19 minor ailments. Patients are encouraged to speak to their pharmacist to find out what healthcare services they offer, and whether they are right for their needs.
- A number of community pharmacies within the Cambridge area open until 12am to improve patients' accessibility to medications, outside of Langs CHC regular hours.

IMPORTANT CLINIC INFORMATION

Health Cards

It is important that you keep your health card information up to date. Please also advise the front desk of any changes as this will enable us to keep our records current.

You will be asked to present your health card at every visit.



Specialists

As part of your care, your doctor/nurse practitioner may refer you to a specialist. If you miss an appointment without cancelling, the specialist may charge you for a missed appointment. If you have to change the appointment, please call the specialist directly.

Newborn Babies

All new babies should be seen by their primary care provider within 48 hours after they leave the hospital.

For infants who are seen by a midwife, parents are to follow direction from their midwife for follow up care.



Hospital Discharge

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

After Hours

We encourage you to contact us during our operating hours if you have a health care need. In the event of an emergency, please go to your nearest emergency department. Health Connect Ontario will replace the former Telehealth Ontario, adding enhanced online tools and allowing individuals to call 811 or visit the website 24 hours a day, seven days a week to get health advice, help navigate health services and find information.

<https://healthconnectontario.health.gov.on.ca/static/guest/home>

YOUR HEALTHCARE ROLE

Take an active role in your healthcare!

Remember, you and your health care provider are a team. Working closely with your provider asking questions, listening carefully and following his or her advice is good for your health.

Before your Visit – Be Prepared

Make a list of your medication, supplements and vitamins.

Make a list of your health concerns and questions – if you have more than two items to discuss please put them in order and ask about the most important ones first.

Plan to update your health care provider on what has happened since your last visit.

Remember to bring your eye glasses or wear your hearing aid.

Bring a notebook to write down important information.

During your visit

Prioritize your healthcare concerns that you would like addressed.

If all of your concerns cannot be addressed in one visit, you will be asked to book another appointment.

Ask your most important questions first and stick to the point.

If you require additional support, please bring a family member or friend.





Giving Positive Feedback and Resolving Complaints

WE WANT TO HEAR FROM YOU!

PLEASE SHARE YOUR EXPERIENCE BY

- Emailing Feedback to info@langs.org
- Completing a "ticket to comment" card
- Speaking to one of our staff members



POSITIVE FEEDBACK

COMPLAINT OR CONCERN

Thank you!
We appreciate you taking the time to share.

Thank you!
We are committed to improving our service and supporting our community.

Speak directly to one of our staff members.

Speak with the program supervisor if you are more comfortable with that or if your issue is unresolved.

Provide the supervisor with a brief written account of your concern, if requested.

Expect a resolution and/or a written response within 10 working days.

If unresolved, an outside mediator may participate in the process to assist with resolving the issue.





Privacy Statement

At Langs, we work hard to ensure that you, our patient, are treated with respect and sensitivity for all your health care needs including your Personal Health Information. We have therefore taken measures to ensure that we protect the privacy, confidentiality and security of your Personal Health Information. These measures include:

- Policies and Procedures of Information Practices which govern how we use the Personal Health Information we collect from you, and the purposes and conditions under which we may disclose it
- Training for our staff, volunteers and health care professionals

Definition of Personal Health Information

Personal Health Information is spoken or written information that:

- relates to the physical or mental health of the individual, including how the individual's family medical history relates to the individual's health care. It can include a plan of service for the individual within the meaning of the Long-Term Care Act, 1994.
- relates to the individual's eligibility for health care.
- is the individual's health card number.
- identifies a provider of health care to the individual.
- identifies a substitute decision maker of the individual.

For Our Patients

Statement of Information Practices

Langs follows nine principles which describe how we use the Personal Health Information we collect from you, how we protect your information, and purposes and conditions under which we may share it. We value the trust you have placed in us and we are committed to ensuring that your information remains confidential and secure.





Nine Principles of Privacy and Confidentiality

1. Accountability and Openness

- We are accountable to protect the privacy and confidentiality of Personal Health Information in our custody or control. This means all information we have about you is private and confidential.
- Langs is open about how we protect the privacy of Personal Health Information. We have a Chief Privacy Officer to address all privacy-related inquiries or complaints.

2. Collection

- We collect Personal Health Information from you for the purpose of providing you with appropriate health care. If you are not capable of providing us the information we need in order to treat you, we may collect the information from other health care professionals who are or who have been involved in your treatment. We may also collect information from someone who has been designated as your substitute decision maker.
- We will only collect the information we need to treat you. Langs complies with all regulations and legal requirements governing health information and privacy.

3. We will use your Personal Health Information to:

- treat you;
- plan, administer and manage our internal operations;
- monitor or prevent fraud or any unauthorized receipt of services or benefits;
- conduct risk management activities;
- conduct quality improvement activities;
- compile statistics;
- conduct research;
- teach;
- conduct patient satisfaction surveys;
- facilitate resolution concerns related to the provision of care; and
- meet legal and regulatory requirements.

4. Disclosure

- Your Personal Health Information will be shared with other health care professionals involved in your care.
- In cases where you are unable to provide consent, we may discuss parts of your Personal Health Information with your substitute decision maker in order to obtain their consent for ongoing treatment.
- We will disclose Personal Health Information where we are legislated to do so or where a court order or warrant is provided to us.
- We will disclose your location as a patient to individuals inquiring about you. You may request that we do not provide this information.
- With your consent, we will also disclose your Personal Health Information to researchers as long as our organization has approved the research proposal and the researcher has entered into a confidentiality agreement with us. The researchers would have received approval from an ethics committee.
- With your permission we will disclose your information for the purposes of processing insurance claims.
- We will disclose your Personal Health Information to an individual or an organization with your consent.



5. Consent

- When you share your Personal Health Information with us, we believe you are giving us consent to use and share your information for your health care.
- If you do not wish your Personal Health Information to be used or shared, you have the right to refuse. This may include all or part of your Personal Health Information. You may refuse at the time we request the information or anytime afterwards. We may not be able to fulfill your wishes if they impact our ability to deliver quality health care. Also, we may be legislated to use or disclose the information that you are objecting to. In these cases we will discuss with you the impact of your objection.
- If we find it necessary to disclose your information for purposes other than providing health care, we will notify you about the purpose of the disclosure and obtain your consent.

6. Accuracy

- Our goal is to keep your Personal Health Information as accurate and complete as possible.

7. Safeguards

- We maintain a high level of security with respect to the confidentiality of your Personal Health Information. Our staff and volunteers are required to abide by our privacy policies and must sign a Confidentiality Agreement annually and attend the Privacy and Confidentiality Orientation (new staff/refresher all staff). We have processes and technology in place to secure your information, and we monitor compliance with our information practices. We also require support service agencies/contractors to sign a Privacy Agreement.

8. Individual Access and Correction

- We establish and maintain a record of your Personal Health Information. You have the right to request access or correction to your Personal Health Information.
- You may submit a written request for access to the Privacy Officer.
- You may request corrections to the information in your record by providing us with additional information that supports your request. We will not change medical opinions.

9. Inquiries and Challenging Compliance

- You may direct any inquiries about our information practices, or complaints with respect to our compliance with our information practices, to our Chief Privacy Officer.
- Alternately, if you are not satisfied with the response, you may contact the Information and Privacy Commissioner in writing at 2 Bloor Street East, Toronto, ON, M4W 1A8 or by telephone at 1-800-387-0073 or by email at info@ipc.on.ca.

GENERAL INFORMATION

Telephone located on site to make local calls.



Free parking available in our main parking lot.



Variety of on-site partners including:

Porchlight Counselling and Addictions Services

SMGH Community Airway Clinic

Community Support Connections

PROGRAMS, SERVICES, OPPORTUNITIES!

Programs

Langs offers a variety of welcoming and engaging activities and programs for children, youth, young adults, and seniors at our main site, the Grow Community Centre and the North Dumfries Community Health Centre.

For more information for all programs and services, please see our quarterly newsletter and our website.

Volunteer Opportunities

We have what you are looking for.

Lang's volunteer opportunities are available to meet a variety of needs and interests. You can make a commitment of time that works for you. So please get involved. Make a difference in your community! The volunteer coordinator can be reached at 519-653-1470 ext. 232

Your feedback is important to us!

Periodically, we ask our participants to fill out a satisfaction survey. We encourage you to complete this survey as your feedback helps us improve the quality of our services.

North Dumfries Community Health Centre: Hours of Operation

Monday	8:30 a.m. to 8:00 p.m.
Tuesday	8:30 a.m. to 8:00 p.m.
Wednesday	8:30 a.m. to 8:00 p.m.
Thursday	8:30 a.m. to 8:00 p.m.
Friday	8:30 a.m. to 4:30 p.m.
Saturday	Closed
Sunday	Closed



North Dumfries Community Health Centre

2958 Greenfield Road

Ayr, Ontario

N0B 1E0

P: 519- 632-1229

Website: www.langs.org

E-mail: info@langs.org

