



Welcome to the Community Health Centres of Northumberland (CHCN)

PRIMARY CARE

The information in this pamphlet is to help you when you are being seen by our Primary Care team which includes nurse practitioners, doctors and nurses.

101-99 Toronto Road Port Hope, Ontario L1A 3S4

Telephone: 905.885.2626

Toll Free: 1.866.768.2626

Fax: 905.885.2646

www.chcnorthumberland.ca

Hours

Monday to Friday 8:00 a.m. - 5:00 p.m.



What is Primary Health Care?

Primary Health Care staff work together to provide health services for you and/or your family. We have Nurse Practitioners, Family Doctors, Registered Practical Nurses (RPN), and Administrative Staff. All of these people work as a team to provide you with the best health care possible.

When you come in for your first appointment you will meet with your assigned nurse practitioner or doctor (providers) for a 'meet and greet'. This allows us to discuss your medical history and to review the medications you have brought with you. Your information is kept in an electronic medical record. You may be asked to sign a consent to release your previous medical records. In most cases, the provider you come in to meet will be your primary care provider. This person will see you on future appointments.

Sometimes, when you are sick and your assigned provider is not available, you may be offered an appointment with another provider. This may be a nurse practitioner or a doctor.

Mission

The Community Health Centres of Northumberland takes leadership in:

- *creative health promotion*
- *diligent illness prevention, and*
- *inter-professional treatment services*

In an inclusive, responsive and safe environment

Vision

Healthy People, healthy partnerships, healthy communities.

Values

Respectful client-centered care. Meaningful collaboration with our clients, partners and communities. Excellent care in an inclusive, non-judgmental environment. Strategic innovation to achieve continuous improvement.

Confidentiality & Your Privacy

We keep all the information you tell us in strict confidence. All staff, students and volunteers at Port Hope Community Health Centre must sign a confidentiality oath when they first start to work at the centre. Ontario has a Protection of Privacy Act, which we follow. Staff who are directly involved in your health care may talk with each other about your care.

We cannot release appointment times to friends or family, or give out any information without your permission. We also cannot release medications, prescriptions or test results to spouses or others without your consent on the chart.

Information about your care is also put on our computers. The staff who provide the health care and the staff who work on our computers have access to this information. This is necessary to provide you with good health care. The Ontario Ministry of Health collects statistical information on a weekly basis through our electronic records.

What To Do When You Get Here

Use the anti-bacterial hand wash. Check in with the receptionist.

Bring your health card to every appointment. We will ask to see it with each visit. If you move or change your telephone number, please tell the receptionist.

Wait in the waiting room; your Provider will come and get you. If you or your family member is coughing, has a rash or is sick, please tell the receptionist. We may ask you to wait in another room.

When You Call for an Appointment

When you call, receptionist needs to know why you need an appointment so you can be seen by the right person. So, it is important for us to communicate with you and to understand your health care needs. Be prepared for a few questions when calling to book an appointment. It is important for reception to know if your problem is urgent. Please note that any abusive language or behaviour will not be tolerated. This is our policy. We respect all who come to the health centre and we expect the same courtesy in return.

Making Appointments When you are Well

Call us to arrange routine check-ups, well baby, well children and well teen visits. We schedule more time for these appointments and they are not considered urgent so please book early, as you will have to wait longer for these types of appointments.

Forms are NOT urgent. Please book an appointment to see your provider and talk to her / him about the form.

Making Appointments When you are Sick

Call the centre and tell us that you or your family member is ill. Tell us how you are feeling and what is happening. We will give you a time for an appointment as soon as we can. We will try to see you in the next 24-48 hours. If the matter is urgent you will be fit into the next available appointment or maybe offered an Urgent Day Clinic same-day appointment with another doctor or nurse practitioner.

What If You Miss an Appointment Or You Are Late?

If you need to cancel or change your appointment, please tell us as soon as possible or within 24 hours before the time of your visit. Missing your appointment without calling us is a serious matter, we could use that time to see another sick person.

Please be on time for your appointment. If you are late, you may not be seen and you will have to rebook the appointment. Sometimes, due to an emergency, we may be running a little late. Please be patient. If you can't wait, then please rebook the appointment. If you are often late or often miss appointments, we may ask you to find health care elsewhere.

Specialists

If you need to see a specialist, we will make a referral for you. We will make the first appointment. You can change the date if this date is not convenient. It is very important that you keep the appointment with the specialist. If you miss it without canceling ahead of time, the specialist will send you a bill. We will not pay this bill for you. Sometimes, the specialist will call you with the appointment date. When this happens, please let us know the date of your appointment, for our records. Do not call us to cancel your appointment with the specialist.

Please call the specialist directly. We may also be able to arrange an appointment with a specialist through Ontario Telemedicine Network (OTN) which uses two-way videoconferencing. We provide OTN here are our centre. We also provide Telederm services where the nurse can take a picture of your skin problem and send it to the dermatologist for review.

Prescriptions

If you require a renewal to your prescription(s), please have your pharmacy send a request to the CHCN, 3-5 days notice is appreciated. If your provider is monitoring your response to medication you will be asked to make a follow up appointment for further evaluation.

If you are prescribed narcotics, you will be asked to sign a Medication Use Agreement form. Narcotics are strictly controlled and are not kept on the premises. These prescriptions are faxed to your pharmacy.

Primary Health Care does not pay for medications. If you do not have private health insurance, you will have to pay for your medications. If you are not able to pay for your prescriptions, please tell the Nurse Practitioner or the Doctor.



Students

Our health care providers often have students working with them from university and college programs. They all have signed the confidentiality oath. Students are closely supervised at all times, but it is your decision if you want to see a student. Let us know if you do not want to see a student for your appointment. This is your choice, so please do whatever is comfortable for you.

Cell Phones

We would like to maximize your appointment time so we ask that you turn your cell phones off during our appointment time. If your phone rings while you are with your Provider we ask that you do not answer the call.

Scent-free Policy

The CHCN is a fragrance free environment. Perfumes, after shaves, colognes, strongly scented soaps or deodorants are not permitted due to potential allergic reactions by clients, visitors and staff.

Test Results

Your provider will review your test results in a timely manner. We do not call about normal test results. If you wish to review your normal test results, please book an appointment or, call to inquire about the results if you have not heard. If your test results are abnormal, the provider may instruct the registered practical nurse to call with further directions. The provider will either call you or ask that you come for an appointment as needed. We do not give out any of your information to anyone other than yourself, unless you give us permission.

We Are Not a Walk-in Clinic

You must call to make an appointment for your visit. This appointment is for you only – if another member of your family needs an appointment, please speak to the receptionist about getting a time for them to be seen by a Provider.

Emergencies

For emergencies, call 911 to get an ambulance. You can call 911 even if you do not speak English. They will send help and get a translator to speak with you. Do NOT call the clinic. Emergencies include choking, bad chest pains, burns, loss of consciousness, falls that injure you, severe bleeding, serious breathing problems or a serious injury, where you have trouble walking or moving.

Ambulance Services

If there is an emergency, the ambulance will take you to the hospital. You will receive a bill from the ambulance company, in the mail.

Other Services and Programs at Community Health Centres of Northumberland

We may refer you or ask you to attend any number of the programs and services that are offered here at CHCN:

Community Dietitian

Our Registered Dietitian, is available to members of the community and provides one-on-one nutritional counselling, group presentations / workshops and cooking demonstrations. The dietitian runs a variety of cooking classes and demonstrations that highlight healthy, and easy to prepare delicious food! Please refer to our Calendar of Events for details on upcoming classes.

Counselling

The counselling program provides counselling and therapeutic groups for clients of all ages and stages of change, with a focus on helping people find and use their strengths and coping abilities.

What Can You Do When the Centre Is Closed?

If it is an emergency, please dial 911.

You may call Telehealth Ontario at 1-866-797-0000 to speak with a nurse. This service will let you know if your problem is urgent and will give you some health information.

OR

You can call our main number 905-885-2626 and listen to the entire message to access an after-hours provider if the health matter is urgent. Our after-hours service will take your name and phone number. A provider will call you back in about 30 minutes. Please make sure you stay at home and no one is using the phone so you can receive the call. If you have waited more than 45 minutes, please call the answering service again and let them know. The provider will discuss your situation and provide direction. We are not able to see you at home or at the clinic after hours.

You can also access the Nurse Practitioner led East Region Virtual Care Clinic by calling 1-888-684-1999 or visiting www.virtualcareontario.ca. It is available 7 days a week from 1pm to 9pm by registering at the number/website above.

If it is not urgent, wait until the clinic is open and call the receptionist. You are also able to leave a message in our general mailbox after hours as needed, unless you are booking or rescheduling an appointment, these messages may not be returned.

Did You Know?

Knowing where to turn for health information can be confusing. To support Ontarians in their journey to access the right care at the right time, Health811 can be reached by calling 811 (TTY: 1-866-797-0007) or by going online at Ontario.ca/Health811 or Ontario.ca/Sante811.

Health811 is here to help.

The counsellors work to promote good mental, physical, social, and spiritual health, and to help clients improve their overall sense of wellbeing. If you want to talk to someone about your mental health or a difficult situation in your life, your provider may recommend you seeing a counsellor. Counselling is available at the CHCN.

Diabetes Education Program

We understand that getting a new diagnosis of and dealing with a chronic illness can be overwhelming. More and more people are being diagnosed with this chronic condition every day. To support this growing group of people living with diabetes, the CHCN has diabetes nurse educators, dietitians and a social worker who are available to meet with individuals and groups. Diabetes services are available in Port Hope, Cobourg and Colborne.

Dental

The CHCN believes that good oral health is an important part of good overall health. Our dental team which includes: dentists, hygienists, and assistants that provide basic dental care to those who cannot access care due to financial hardship such as those receiving Ontario Works, Ontario Disability Support and those with a low annual income who do not have access to dental benefits. Since 2019 our dental clinic has been the designated site in Northumberland County to provide dental services to those eligible seniors (65 and over) covered under the Ontario Seniors Dental Care Program (OSDCP). To find more information regarding out dental services, or inquiries about the OSDCP please contact the CHCN Dental Clinic at extension 208.

Health Promotion

Health Promotion is the process of enabling people to increase control over, and to improve, their health. We offer many programs that support your health. Please visit our website frequently to learn about new programs being offered. Also, check out the Calendar of Events to book yourself into one of these programs.

Ontario Telemedicine Network (OTN)

The Ontario Telemedicine Network (OTN) is one of the largest telemedicine networks in the world. By using two-way videoconferencing, OTN provides access to care for patients in healthcare locations across the province. The CHCN provides a secure wireless connection to the telemedicine network, allowing area patients and their healthcare providers direct access to medical specialists across the province saving on travel time and expenses.

Smoking Cessation Treatment

In partnership with Centre for Addiction and Mental Health, the CHCN is pleased to offer a smoking cessation program that includes free Nicotine Replacement Therapy (patch, gum, inhaler, lozenge) and counselling support for those who want to quit smoking. To find out more, please call the Centre to make an appointment.

Online Booking

You can make many appointments online through our website, please visit chcnorthumberland.ca for more information!