



UNIQUE CARE FACILITY
helps patients build strength
and independence

Improving Access to Mental Health Services

Osler has transformed the way its mental health and addictions outpatient services are delivered, to give patients better access to the care they need.

Osler's new Stepped Care Program, which was introduced earlier this year, uses a four-step approach to ensure patients are matched with the service that best meets their needs.

For some patients, this may mean being able to join group therapy sessions, while others with more complex needs are able to access more intensive services such as one-on-one therapy. As a result, Osler has almost doubled access to its mental health programs and intervention services, and has greatly reduced wait times for patients to see a psychiatrist or psychotherapist – all without changes to staffing, space or resources.

In May, Osler opened a new 30-bed unit for hospital patients who can benefit from specialized care while they wait to transition home or to another care facility.

Osler's unit is on one floor in a building called the *Reactivation Care Centre – Church Site*, which is shared by five other hospitals.

Care provided on the unit is focused on helping patients improve their quality of life and achieve their highest level of ability through therapy, rehabilitation and activation activities.

Each hospital operates its own newly

renovated space and care is delivered by their own staff. This initiative makes use of an already existing building to provide patients with safe, high quality care in a location that best suits their needs. At the same time, it is improving access to specialized health care services and helping to reduce wait times for other beds at Osler's hospitals.

Stay informed about the latest news at Osler

Sign up for *Inside Osler*, the hospital's electronic newsletter.



Sign up by email today:

publicrelations@williamoslerhs.ca

Going Beyond

The Numbers

The Stories Behind the Stats

Osler's 2018-19 Annual Report takes you beyond the numbers to celebrate how we're helping people live healthier lives, reduce chronic disease and improve access to care.



Experience the inspiring stories behind the stats.

www.oslerreport2018.com

New Hours Coming for Peel Memorial's Urgent Care Centre - Effective August 7, 2019



Later this summer, the Urgent Care Centre (UCC) at Peel Memorial Centre for Integrated Health and Wellness will introduce a change to the time it registers its last patient, as a way to deliver a better patient experience.

Effective August 7, 2019, the UCC will register its last patient at 9:00 p.m., which is one hour earlier than it does currently. The UCC will continue to open at 8:00 a.m. and operate seven days a week, 365 days a year.

When Osler opened the UCC in February 2017, it introduced the community to an excellent alternative to the emergency department for less serious illnesses and injuries. Today, UCC physicians and staff treat

an average of 200+ patients per day. Those volumes are not expected to change as the UCC moves to register its last patient one hour earlier.


“With this change in timing, patients coming into the UCC during the last hour of operation – when it is typically very busy – will receive the same excellent care they would during other periods in the day,” said Kiki Ferrari, Executive Vice President, Clinical Operations,

William Osler Health System. “It will ensure patients can be seen more quickly, tests can be performed the same evening and results shared in a timely way, creating a more seamless, positive experience for patients.”

As always, staff will continue to remain in the UCC until all registered patients have received care.

For more information, visit www.williamoslerhs.ca

When to go to the Urgent Care Centre and when to go to an Emergency Department

 Urgent Care Centre	Emergency Department
Open 8:00 a.m. – 9:00 p.m., every day EFFECTIVE: August 7, 2019	Open 24 hours a day, every day
<p>Visit the Urgent Care Centre for illnesses or injuries such as:</p> <ul style="list-style-type: none"> Sprains, strains or broken bones Allergic reactions, skin rashes Asthma attacks Minor burns Cuts that might need stitches Earaches, eye injuries Fevers, coughs and colds Infections Nose and throat complaints <p>No referral or appointment needed</p>	<p>Go to an Emergency Department if you have a serious injury or condition such as:</p> <ul style="list-style-type: none"> Chest pain or abdominal pain Shortness of breath, dizziness/fainting Internal bleeding Numbness or weakness in arms or hands Major trauma Mental health issues Fever in infants 3 months and younger Overdose/poisoning Pregnancy-related emergencies Seizures, Stroke symptoms <p>Any serious condition that you feel is getting worse</p>

Ambulances do not go to the Urgent Care Centre. If you have severe chest pain, stroke symptoms, or you are uncertain, always CALL 9-1-1 or go to your nearest Emergency Department.