



A MESSAGE FROM THE NEW President and CEO



Having worked in health care for over 25 years, I am passionate about the patient experience and the delivery of safe, quality care. It's clear to me that Osler is deeply committed to providing exceptional care to those we serve, and to fulfilling our Vision of patient-inspired health care without boundaries. We deliver on this vision through collaboration and partnership with our patients, families, health care partners, donors and the communities we serve. I look forward to

meeting our dedicated and committed partners as we further strengthen our relationships. Osler has already achieved so much and I am truly excited about our future. Together we will continue to build on our successes and take patient-inspired care to new heights.

Sincerely,
Dr. Brendan Carr
President and Chief Executive Officer
William Osler Health System

Become a Patient and Family Advisor

Osler is recruiting Patient and Family Advisors to help improve the experience for all patients and families. Advisors will help inform and shape new policies, programs and initiatives that influence patient care. This is a volunteer position. Patient and Family Advisors will receive complimentary parking and refreshments when attending advisor-related meetings and activities. The time commitment is flexible. *To learn more and apply, please visit:*

www.williamoslerhs.ca/become-an-advisor

DID YOU KNOW?

Osler's wait time for breast cancer patients – from decision to surgery – is an average of **19 days** significantly lower than the provincial average of 25 days*
*Data provided by Health Quality Ontario (June, 2017)

FLU SEASON is right around the corner!



Get immunized to help prevent the seasonal flu and protect yourself, as well as your family and loved ones. Talk to your pharmacist, local public health office or family doctor about getting the flu shot. *To find a location near you, visit:*

www.ontario.ca/page/get-flu-shot

UPCOMING Events

Saturday, November 25, 2017

2017 Gala Benefit Concert
Rose Theatre, Brampton at 6:00 p.m.

For more information, please visit oslerfoundation.org

New program supports patients after discharge



Developed in partnership with Polycultural Immigrant and Community Services, the *Post-Discharge Partnership Supporting Vulnerable Patients (APPS-VP)* is an innovative program helping patients get the support they need in the community after they are discharged from the hospital.

After a successful pilot last year at Etobicoke General, the program formally launched at both

Etobicoke General and Brampton Civic this summer. Through APPS-VP, Osler staff and physicians work with dedicated Polycultural staff to help patients maintain their health and quality of life when they return home. Along with offering referrals to community services specific to the patient's language and cultural needs, staff are also providing patients with medication reminders by phone and visits.

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

Urgent Care Centre	Emergency Department
Open 8:00 a.m. – 10:00 p.m., every day*	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>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
*No referral or appointment needed	

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.