

TORI WOOLNER & LINDSAY GEORGE

OUTPATIENT CLINIC INFORMATION FORM

PROBLEM

- ▶ Over 200 outpatient clinics at UHN.
- ▶ Discharge instructions from the ED vary between HCPs.
- ▶ ED visits are stressful and confusing for patients and families who are already overwhelmed with information.
- ▶ As health care providers we can do a better job with discharge planning.

RATIONALE & BENEFITS

- ▶ Consistent discharge information among HCP.
- ▶ Creates accountability for ED and clinics to ensure patients are not lost to follow up.
- ▶ Provides accurate follow up information (location and phone number of clinics)

INTERVENTION: THE FORM



Outpatient Clinic Information

Addressograph

Please remember to bring with you:

- ✓ Health Card (OHIP)
- ✓ Your medication list
- ✓ Blue Card
- ✓ Reports related to condition

<input checked="" type="checkbox"/> Clinic: By Referral Only	Phone	Location
AACU Clinic (Ambulatory Care) Appointment: _____	416-323-7302	WCH, Main Floor
CACE Clinic	416-323-7559	WCH, Main Floor
CERT (Cardiology)	416-603-6765	TWH, East Wing, 8 th Floor, Room 304
Fracture Clinic	416-340-5858	TWH, Fell Pavilion, Main Floor
Hand Clinic	416-603-5340	TWH, East Wing, 2 nd Floor
HIV/Immunodeficiency Clinic	416-340-5077	TGH, Norman Urquhart Wing, 13 th Floor
Infectious Disease	416-603-5853	TWH, East Wing, 8 th Floor
MI-STREAM Clinic (Sports Medicine)	416-603-5092	TWH, Krembil Discovery Tower, 4 th Floor
Neurology Dr. Robblee	416-603-2994	TWH, 5 th floor, West Wing
Ophthalmology	416-603-5374	TWH, East Wing, 7 th Floor or 6 th Technical Services
RAFT Clinic (Returning Traveler) / Tropical Disease/Medicine	416-340-3675	TGH, Norman Urquhart Wing, 13 th Floor
Rheumatology Stat	416-603-6205	TWH, Fell Pavilion, Main Floor
TAMS/Stroke Prevention	416-603-5413	TWH, West Wing, 5 th Floor
Thrombosis Clinic	416-340-3423	TGH, Norman Urquhart, 7 th Floor, Room 700
Urology Dr. Radomski Dr. Hassouna Dr. Elterman	416-603-5713 416-603-5018 416-603-5033	TWH, Main Pavilion, 8 th Floor
Wound Care Clinic Dr. Sibbald	416-323-6407	WCH, 5 th Floor
Other:		
<input checked="" type="checkbox"/> Clinic: Patient Must Call	Phone	Location
Gynecology/Early Pregnancy Clinic <i>Patient must call to make an appointment</i>	416-586-4800, x4621	MSH, 700 University Ave., Hydro Building, 8 th Floor
ENT <i>Patient must call to make an appointment</i>	416-340-3668	TGH, Norman Urquhart Wing, 7 th Floor

Discharge Information:

- You have been referred to a specialty clinic for follow up care related to your Emergency Department visit.
- Follow up with your family doctor for ongoing care and return to the Emergency Department if your symptoms worsen or change.
- The clinic will contact you within 5 business days. If they do not contact you, call the clinic number indicated. If you cannot reach the clinic call TGH ED 416-340-3946 or TWH ED 416-603-5757



MSH= Mt. Sinai Hospital
600 University Ave, Toronto, ON M5G 1X5
WCH= Women's College Hospital
76 Grenville St, Toronto, ON M5S 1B2

TGH= Toronto General Hospital
200 Elizabeth Street, Toronto, ON, M5G 2C4
TWH= Toronto Western Hospital
399 Bathurst Street, Toronto, ON, M5T 2S8

NEXT STEPS

- ▶ Using the form in the department: Try it out!
 - ▶ Have you tried it? What are your thoughts?
- ▶ Follow up survey in six months time to assess uptake and usability.
- ▶ Future: creation of electronic PDF version of form on intranet for all UHN associated clinics.

QUESTIONS?