



# PATIENT HANDBOOK

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Ontario's Community  
Health Centres  
Every One Matters.

# 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](http://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

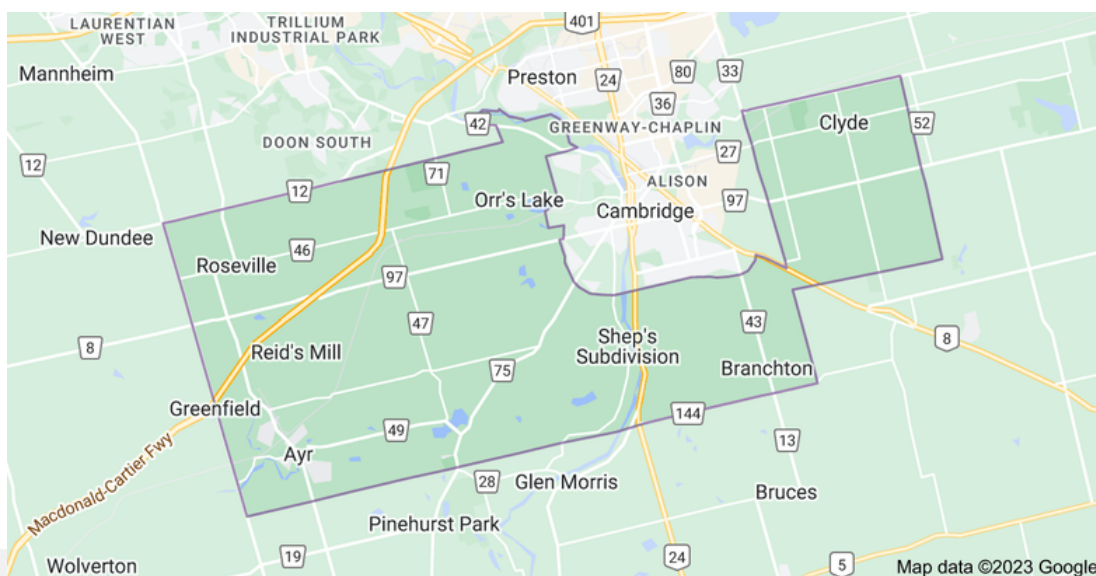
The catchment area for the North Dumfries Community Health Centre satellite includes North Dumfries Township as well as two communities in Oxford County and one community in Wilmot Township. The catchment has been defined based on information gathered from the community on where residents "naturally" 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.

# RIGHTS AND RESPONSIBILITIES

## Rights of Participants

- to be treated respectfully, fairly and with dignity.
- to have individual differences respected which may include various ethnic, psychological, spiritual, language, family, gender, sexual orientation or cultural issues.
- to feel safe and be free from any form of abuse.
- to feel accepted and included.
- to express opinions and be heard in a manner that is open, honest and accepting.
- to have privacy and confidentiality respected.
- to know what is expected acceptable behavior and to know the consequences of unacceptable behavior.
- to receive the support of staff, colleagues, participants, patients, the Board of Directors and the community.
- to provide feedback on services and programs in the organization.

## Responsibilities of Participants

- to be committed to fulfilling Langs Mission and Vision, principles and values.
- to conduct themselves according to the Langs Ethics Policy.
- to be committed to a holistic approach to health.
- to be accountable for their actions and decisions.
- to promote behavior that ensures a safe environment.
- to treat others with respect, fairness and dignity.
- to not abuse the power invested in each of us.
- to be punctual.
- to inform the organization of the need to correct or change personal information.
- to inform a supervisor of a breach in confidentiality of personal information.
- to uphold the organization's privacy policy and practices ensuring confidentiality and the security of information.
- to use technology and electronic communication in a respectful and professional manner (e.g. email).
- to inform staff of health and safety concerns.
- to be committed to the holistic approach to health and wellness.

# 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](http://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.

## 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.**



# 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.**



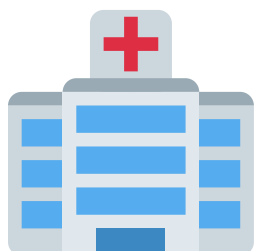
## Specialists

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.



# GENERAL INFORMATION

Telephone located on site to make local calls.



Free parking available in our main parking lot.



## **Variety of on-site partners including:**

New Hope Hearing  
Porchlight Counselling and Addictions Services  
Community Airway Clinic  
Born Midwives  
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

<b>Monday</b>	8:30 a.m. to 8:00 p.m.
<b>Tuesday</b>	8:30 a.m. to 8:00 p.m.
<b>Wednesday</b>	8:30 a.m. to 5:00 p.m.
<b>Thursday</b>	8:30 a.m. to 8:00 p.m.
<b>Friday</b>	8:30 a.m. to 4:30 p.m.
<b>Saturday</b>	Closed
<b>Sunday</b>	Closed



### North Dumfries Community Health Centre

2958 Greenfield Road

Ayr, Ontario

N0B 1E0

P: 519- 632-1229

**Website:** [www.langs.org](http://www.langs.org)

**E-mail:** [info@langs.org](mailto:info@langs.org)

