

Highlights 2016/17

This last year saw many exciting new changes at the McMaster Family Health Team. Here are just a few of the ways we are working to support the Hamilton community.

Nurse-led Triage Service

In 2016/17 we introduced a phone service for patients to speak with a registered practical nurse who will help them by providing timely telephone service for those who do not require an appointment and to help people avoid unnecessary visits to the emergency room.

Patient Advisory Group

This year we introduced our Patient Advisory Group to help reinforce our patients' voices in guiding how our clinics operate. As its first focus, the group is looking at how to acknowledge the role of patients in training residents.

Meeting Linguistic and Cultural Needs

Our clinics have partnered with Hamilton Public Health and Wesley Urban Ministries to help support Syrian refugees entering the Hamilton community. This work has included

- Access to translators
- New Patient orientation sessions in Arabic
- Offering health literature in Arabic
- Continuing to respect the gender and cultural preferences of our patients

We are committed to working with our indigenous partners, patients and families to ensure Traditional Healers and methods are included in care. Together we are making changes to our practice with cultural sensitivity to this population in mind.

Visit us online
mcmasterfht.ca



95%
McMaster FHT patients are happy with the service they receive and their

31374
active patients plus an additional 5100 non-rostered patients

Service to the Broader Community

Our clinics offer services that extend beyond our rostered and non-rostered patients. These include

- Mental Health Programs
- Maternity Care through the Maternity Centre of Hamilton
- No cost physiotherapy and occupational therapy services through Mac H²OPE in partnership with the YMCA and the Department of Rehabilitation at McMaster University
- Palliative Care services
- Prenatal addiction and methadone care
- Services to McMaster Students
- Services to New Immigrants