

Welcome to the Paediatric Outpatient Clinic

Your child has been referred to Humber River Health's Paediatric Outpatient Clinic. At this clinic, we provide assessment, follow-up, education, treatment, and/or diagnostic services to children up to 18 years of age through the following specialty clinics:

- Allergy
- Asthma
- Audiology
- Cardiology
- Endocrinology
- Feeding
- Gastroenterology
- Neonatal Follow-up
- Neurology
- Nutrition
- Occupational Therapy
- Orthopaedic
- RSV (Respiratory Syncytial Virus)
- Speech and Language Pathology
- General Surgery
- Totally Kids After Hours Clinic

Where do I go for my clinic appointments?

Paediatric Outpatient Clinic

Humber River Health

4th floor, 1235 Wilson Ave,
Toronto, ON M3M 0B2

The West Parkade is the closest parking garage. Once in the hospital, please take the West Outpatient Elevators to the 4th floor and walk down the hall towards the Paediatric Outpatient Clinic.

Hours of Operation:

Paediatric Outpatient Clinic

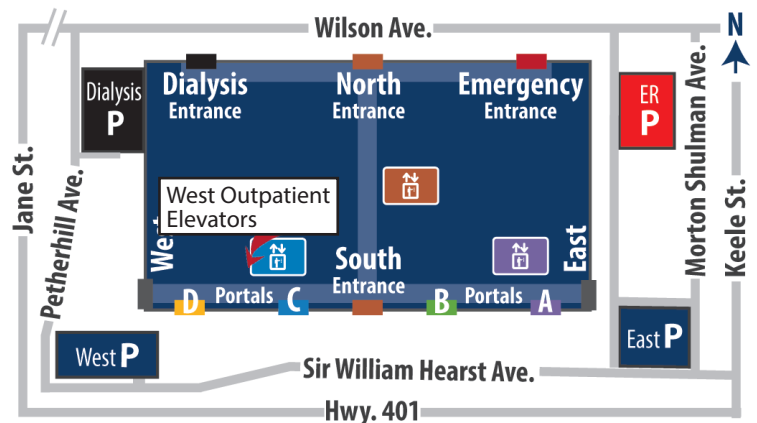
8:00 a.m. to 4:00 p.m., Monday to Friday

Totally Kids After Hours Clinic

5:00 p.m. to 9:00 p.m., 7 days/week
including statutory holidays

Specialty Clinics

Each clinic is open on specific days during the week. Please go to Humber River Health's web site to view the hours of operation for the clinic your child is attending - <https://www.hrh.ca/programs/maternal-child-care/>



For more information, contact the Paediatric Outpatient Clinic:

TEL: (416) 242-1000 EXT. 21400

What should I bring to every clinic visit?

At every visit, please bring:

- Your child's Ontario Health Card (OHIP)
- A list of any questions you/your child has
- Your child's current medicines, in their original containers or packaging. Include over-the-counter medicines, herbals and supplements. If your child is attending the Asthma Clinic and uses an aerochamber, please bring it with you
- If your child has known allergies, please make sure they wear their Medic Alert® bracelet while in the hospital
- If your child has diabetes, bring a peanut-free/nut-free snack.

Please do not bring valuables to the hospital.

What can I expect at every clinic visit?

AT ARRIVAL:

Please make sure that you **arrive at least 15 minutes before your appointment time** to register. If you arrive late you may not be seen and will have to reschedule.

During registration, the clerical staff will ask you several questions. We value your patience while our clerical staff obtain this information. This will help us keep your child's information complete and up-to-date.

DURING THE APPOINTMENT:

Depending on the services provided at the clinic, your child may see a nurse, paediatrician, dietitian, social worker, speech language pathologist, occupational therapist, audiologist, asthma coordinator, or others, as needed.

How do I cancel or re-book my appointment?

**To cancel or re-book, call the Clinic:
(416) 242-1000 ext. 21400**



At your child's first visit, we may ask you to sign a form that details the expectations for attending appointments at the Clinic. In general, we expect all patients and/or families to attend all their appointments.

1. **If you cannot attend a session:** Please let us know a minimum of **24 hours in advance**.
2. **If your child is sick (flu-like symptoms, fever (temperature above 38°C or 100.4°F), vomiting (throwing up), diarrhea, lice, or any other diseases that can be passed from person to person):** Call the clinic to cancel the session. Once your child is well, please call the clinic to re-book the appointment. Your child is well when they are not showing any symptoms for at least 24 hours.

Please note:



- Our clinic is **peanut-free**. Please do not bring any products containing nuts to the clinic.
- We are a **smoke-free** hospital. We do not allow smoking anywhere on hospital property.
- We are also a **scent-free** hospital. Please do not wear perfumes or scented products.
- We want your family and our staff to be safe while in the clinic. We have a Zero Tolerance policy for any types of abuse, including improper language and behaviour. We will ask anyone who is violent or abusive to leave.



For Safety's Sake...

Both parents and staff have a responsibility to ensure your child stays safe while at the hospital.

PARENTS...

- If you do not understand something about your child's care, **ASK.**
 - » HRH provides **interpreter services** at any time to help you communicate with your health care providers. Live spoken languages and American Sign Language (ASL) interpreters are available through our mobile traveling iPad.
- We consider all paediatric patients to be at high risk for falls.
 - » Please supervise your child at all times.
 - » If your child is walking, please make sure they are wearing non-skid footwear.
- To help protect you and your child from infection, use hand sanitizers and clean hands often.

STAFF WILL...

- Verify your child's identity by checking their armband for their name and hospital number, **before each interaction.**
- Ask you the same questions as part of their standard safety precautions.
- Clean their hands, before entering the room and interacting with your child, to help prevent the spread of infection.



What services are available at HRH?

Food and Retail: If you are looking for food options while at the hospital, please visit the Food Court (Level 0) or the coffee kiosks (Level 1).

Wi-Fi: There is a free Wi-Fi hot-spot in the Food Court on level 0. To access, choose HRH_GUEST from the list of Wi-Fi Networks available.

Patient & Family Resource Centre: The centre can help you find information on illnesses, diagnostic tests, drugs, community resources and more. You can also use a computer for email or internet searching. The Patient and Family Resource Centre is located on Level 0.

Hours: Monday to Friday, 8:00 a.m. to 4:00 p.m.

Tel: (416) 242-1000 ext. 81200

Email: PFRC@hrh.ca

Web: <https://www.hrh.ca/resources/patient-family-resource-centre/>

Pharmacy: A retail pharmacy, Rexall™ Pharmacy, is located on the main floor (level 1), along Main Street.

MY Humber Health: HRH has a secure, online patient portal that connects you to information from portions of your child's HRH health record. Please pick up a "My Humber Health" pamphlet at the Registration desk or go online at <https://www.hrh.ca/patients-visitors/my-humber-health/> for more information on the portal, including how to enroll.

How can my child access any of other specialty clinics?

If you are interested in any of the other clinics for your child, they will need a doctor referral. Once we receive the referral, we will call you to book an appointment.

Exceptions:

- Speech and Language Pathology Clinic only accepts referrals from Early Abilities.
- Audiology Clinic also accepts children referred by the Ontario Infant Hearing Program or adults referred by their doctor.

Find a referral form:

<https://www.hrh.ca/programs/maternal-child-care/>

Fax the referral form to: **(416) 242-1095**

NOTES:



Get Involved! Share Your Feedback with Us

We want to provide the best possible care and service to our patients and their families. At the end of your child's visit, we will ask you to fill out a **satisfaction survey** to share your thoughts about your child's clinic experience. Your feedback helps us learn and improve our care and services. We appreciate your time and look forward to hearing from you.

If you have any compliments or concerns, please contact:

Manager, Paediatric Outpatient Clinics

Tel: (416) 242-1000, ext. 45422

Patient Relations Office

Tel: (416) 242-1000, ext. 82256

