

Welcome to
Health Services
at
Planned Parenthood
Toronto



**planned
parenthood**

TORONTO

www.ppt.on.ca

Thanks for choosing PPT!

**Planned Parenthood Toronto
Community Health Centre**

**36B Prince Arthur Avenue
Toronto, ON M5R 1A9**

**To book an appointment, call:
(416) 961-0113, extension 121**

www.ppt.on.ca



Located one block north of Bloor, on the corner of the major intersection of Bloor and Bedford Road

By public transit: We're beside the St. George subway station, near the Bedford Road exit.

There are two ways that you can access Health Services at PPT:

Pre-Booked Appointment

Pre-Booked appointments are booked in advance. Please call during clinic hours to make an appointment. Complete physicals, prenatal care, counselling/therapy and HIV testing must be pre-booked appointments. Please arrive 15 minutes early for your appointment to complete the necessary forms.

Drop-In

During drop-in, you can walk in without making an appointment however; you can only address one issue per drop-in visit. The Drop-In clinic is our busiest time, and is very unpredictable. Sometimes the wait time can be quite long. We appreciate your patience, and if you cannot wait, please speak to someone at the Front Desk to book an appointment. We ask that you arrive at least half an hour before our closing time to ensure that you will be seen. Benzodiazepines and narcotics will not be prescribed during Drop-In hours.

Health Services Hours

	Hours of Operation	Booked Appointment Times	Drop - In Times
Monday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Tuesday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Wednesday	9:30am – 12pm CLOSED 12pm – 4pm 4pm – 8pm	9:30am – 12pm	4pm – 7:30pm
Thursday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Friday	9:30am – 4pm	9:30am – 3pm	1pm – 3pm
Saturday	10am – 2pm	No appointments available	10am – 1:30pm

Call the clinic @ 416 961 0113, or check the website (www.ppt.on.ca – News and Events section) for the monthly drop-in times.

☺ Remember to read the Appointment Confirmation Procedure – on page 4 ☺

Appointment Confirmation Procedure

If for any reason you are not able to make it to your appointment, please call (416) 961-0113 to let the receptionist know. If we are closed, please call (416) 961-0113 Ext. 221 and leave a message. We can then offer that appointment to another client.

If you are late for an appointment:

If you are late, we will hold your appointment for 15 minutes. There may not be enough time to address all of your needs. If you are more than 15 minutes late, we will have to rebook your appointment.

If you miss an appointment:

If you miss an appointment and do not notify us we call that a “no show” and it will be documented in your chart. When you miss an appointment it prevents someone else from accessing a clinician. In order to try to prevent clients from repeatedly missing appointments we document your “no shows” and once you miss 3 appointments, you will no longer be able to book an appointment for the duration of 6 months. Instead you will be asked to access our drop in services.

Confidentiality Policy:

You are entitled to the protection of your privacy. Your medical information is kept confidential and private. All of your information is properly secured, and information is never released or discussed with outside parties. We do not share information with parents, partners, teachers etc, without prior permission from you. There may be occasions when information regarding your care is discussed amongst the Health Services staff team, for the sole purpose of assisting you. If there are elements of your care that you would like to keep private between yourself and your clinician, please ask about our lock-box procedure.

***There are some exceptions to the confidentiality policy.** For more information please see PPT’s privacy policy which is available in the waiting area or you can speak with one of our staff

Make us your family doctor!

Enrolment at PPT

Client Enrolment is a Ministry of Health initiative. Enrolment with PPT means that you agree to access all of your Primary Health Care needs at PPT.

Please see the front desk for more information about the benefits of enrolment and to get your enrolment form.

Client Rights

Planned Parenthood Toronto is a community-based, pro-choice organization committed to the principles of equity and to providing, to the people of the City of Toronto, accessible and inclusive services which promote healthy sexuality and informed decision-making.

PPT is committed to developing programs and services for youth that aim towards removing barriers to health care and to work in partnership with, and in support of, other agencies dedicated to achieving this goal. Our vision is a community of informed people who achieve their potential and who contribute to the health and well-being of individuals and the community.

As a client of Planned Parenthood Toronto, you have the right to:

- know the names, roles and positions of the people serving you;
- know the experience and qualifications of the people serving you;
- easily accessible health care services that are provided in a safe, comfortable, respectful and confidential environment within legal limits;
- bring a friend or support person with you to an appointment and/or into the exam room;
- be treated with respect and dignity regardless of age, sex, gender identity, sexual orientation, race, ethnicity, citizenship, education, physical and/or mental abilities;
- health care even if you do not have a health card;
- be presented with all the information you need, where you feel comfortable making your own decisions and be supported in your decision making;
- refuse any care, services or treatment;
- share only the information you want with the people serving you;
- refuse the presence of an observer or student;
- a fair, safe and clear process of complaint.

Client Feedback

PPT is all about client satisfaction. We love to hear from you about our services, and anything you think we do great, or could improve on.

To achieve this, Health Services gathers information in a variety of ways. Client Feedback forms are available in the Waiting Room, and are collected and reviewed by the Clinical Team on a quarterly basis. We also conduct an annual survey and several smaller surveys throughout the year, as well as Focus Groups with clients.

Any information we gather is available to our clients. Please ask at the front desk.

If you are unhappy with the service, there is a formal complaint process available. The Client Complaint policy and forms are available in the waiting area or you can speak to a staff member for further information.

Our Services Include:

- Information Sessions on Pregnancy Options, Birth Control Methods, STIs and ECP
- Pregnancy Testing
- Birth Control Prescriptions and Sales (Hormonal & Non Hormonal)
- Emergency Contraceptive Pill (also known as the Morning After Pill)
- Primary Healthcare – we can be your Family Doctor!
- Sexually Transmitted Infection (STI) Testing, Treatment & Prevention
- Prenatal Care
- Anonymous HIV Testing (Standard or Point of Care)
- Immunization
- Therapy Services
- Community Education & Workshops
- Case Coordination Services (Help with housing, immigrations, employment, legal issues etc)
- Support Groups
- Volunteer Opportunities

As well as...

Interpretation Services

PPT can offer Interpretation Services for pre-booked appointments. Please let us know when you book an appointment, if you are most comfortable receiving care in a language other than English, as we will arrange that for you. Because of the time requirements in securing Interpretation Services, this service will not be available for the Drop-in clinic.

Health Cards

Please bring your health card to each visit. Clients not eligible for a health card will be seen.

If you are eligible for a health card, and do not provide one, or it has expired, we may not provide diagnostic testing until a valid number is provided. We can help you obtain information on how to receive or renew a health card if you are eligible. It is important that you keep your health card valid and up to date.

Counselling/Therapy Services

We offer ongoing and supportive counselling services that are free of charge. We have individual counselling as well as couples counselling. Please speak to the front desk for more information.

After Hours Care

If you are a registered client of PPT and you have a medical concern after hours you may call 416-961-0113 and you will be transferred to the physician on call. You can also call Tele-health Ontario at 1-866-797-0000.

Birth Control (Hormonal & Non-Hormonal)

Contraception is available for sale at a reduced cost to Health Services clients. Prescription medications require a prescription from one of our clinicians.

The Birth Control Pill & Patch are sold for only \$5.00 a pack (some exceptions apply). If you are starting the birth control pill or patch for the first time, ask about the "SallyPac."

Condoms and Lubrication

Free condoms and lube are always available in the clinic waiting room.

Fact Sheets and Resources

Check out the PPT's Fact Sheets and Health Resources in the waiting room! They are free, and great to have handy to help you with basic information.

What is a Community Health Centre (CHC)?

The Ministry of Health and Long-Term Care has funded over 50 CHCs that provide comprehensive primary care and community health promotion activities in communities across Ontario. CHCs are non-profit corporations governed by a community-based board of directors. CHCs involve clients and community members in planning and developing programs. CHCs offer 24 hour access to primary health care. CHCs work in partnership with other health and community organizations to provide services to diverse client populations. CHC services are made available regardless of your health card status. For more information on CHCs ask the front desk.

Other Programming and Services at PPT

Time Out

PPT offers a drop in program for young and expectant parents and their children, 25 years and under. "Time Out" runs every Wednesday evening at the Trinity Spadina Early Years Centre, 486 Shaw St. For more information, call Nadjla, at 416-961-0113 ext 266.

Groups offered at PPT

PPT offers groups at different times of the year dependent upon client and community needs and funding. Examples of groups that are offered include a young men's group, art therapy groups etc. Please see the front desk or our website for further information.

Teen Programming

Teen Programming trains volunteers to provide anonymous and confidential sexual health information to Toronto-area teens through the operation of the Teen Sex Infoline (416) 961-3200, www.Spiderbytes.ca (a sexual health website), e-mail and MSN Messaging services for youth.

Teens Educating and Confronting Homophobia

T.E.A.C.H. uses an anti oppression approach to deliver high quality anti-homophobia peer education activities in high schools and community settings across the city of Toronto.

Women's Programming

PPT operates a satellite program at the Bay Center for Birth Control (BCBC). Volunteers provide face-to-face, peer education and information to women on sexual and reproductive health issues.

Volunteering at Planned Parenthood

Volunteering at Planned Parenthood can be a wonderful experience. There are many different volunteer opportunities within the organization. To find out more please contact (416) 961-0113 box 501 or visit our website www.ppt.on.ca

PPT's Website

PPT has a comprehensive website that has all of our resources, programming and service areas, upcoming events, volunteer opportunities, donation information, student opportunities, health information etc available.

Check it out!

www.ppt.on.ca

Some helpful contacts...

Telehealth Ontario 1 (866) 797-0000	OHIP – Ontario Ministry of Health and Long-term Care 1 (800) 268-1154
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Sexual Health and Prenatal Clinics:	
Bay Centre for Birth Control - 790 Bay St., 8 th Floor (416) 351-3700	Hassle Free Clinic – 66 Gerrard St. E., 2 nd Floor For Women: (416) 922-0566; For Men:(416) 922-0603 www.hasslefreeclinic.org
June Callwood Centre for Teenagers (formerly 'Jessie's')– 205 Parliament St. (416) 365-1888 www.jessiescentre.org	Healthy Babies, Healthy Children (Toronto Public Health) (416) 338-7600
Local Walk-In Clinics:	
Bay Wellesley Medical Services & Walk-In Clinic – 984 Bay St. (416) 929-1900	CanHealth Medical Centre – 316 Yonge St. (416) 598-1703
Health First – 345 Bloor St. E (416) 515-0590	Downtown Doctors Walk-In Medical Centre – 720 Spadina Ave. (416) 929-1530

Planned Parenthood Toronto is committed to being an agency that values and reflects the diverse communities of Toronto. We recognize that

- **Equity is** not just about equality.
- **Equity is** access to high quality, unique programming and services that respect your choices and meet your differential needs.
- **Equity is** ensuring that community input informs what we do and guides us to take action for social change that benefits you.



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Government of Ontario.

The views expressed in this publication, are the views of PPT and do not
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