

After-hours care at our Family Health Team clinics



Since 2014, our patients tell us we keep making it easier for them to access after-hours care



WHY?

We partnered with our patients



To understand why our patients were having a difficult time accessing after-hours care



To work together to re-design the way we share our after-hours care services



At our Family Health Team clinics

9 in 10 patients tell us they feel their provider:

- ✓ Spends enough time with them
- ✓ Involves them in decisions
- ✓ Gives them an opportunity to ask questions



Still, we regularly review patients' comments to learn how we can do better



That's why we hosted a patient engagement day focused on patient visits, to learn from you



Are you interested in helping us improve the care we deliver at our Family Health Team?

Contact SMHAFHTQuality@smh.ca

St. Michael's

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Academic Family
Health Team