



CPSO

Serving the people of Ontario through effective regulation of medical doctors



Continuity of Care

Guide for Patients and Caregivers



**This guide was co-designed by College of Physicians and Surgeons of Ontario (CPSO) and the Citizen Advisory Group (CAG).*

CPSO is the organization who serves the public interest by regulating doctors in Ontario. This means CPSO is responsible for licensing doctors and has a legislated mandate to continuously improve the quality of care provided by doctors. CPSO is who you would contact if you have any questions or concerns about a doctor.

CAG helps bring the patient voice and perspective to healthcare regulation in Ontario. CAG members are patients and caregivers who provide essential feedback on topics such as professional rules, standards of practice, policies, strategic priorities and communications directed at the public. Their voice helps to support health regulators work in protecting the public interest.

Table of Contents



What is it like to be a patient in Ontario?	3
What is continuity of care?	4
What is CPSO’s role in continuity of care?	5
Why was the <i>Continuity of Care Guide for Patients and Caregivers</i> developed?	5
What is in the <i>Continuity of Care Guide for Patients and Caregivers</i> ?	5
1. Communicating with your doctor	6
2. Booking appointments with your doctor	6
3. When your doctor is not available	7
4. Ordering tests and tracking results	8
5. Communicating and following-up on test results	9
6. Staying at a hospital (or other health-care setting)	10
7. Going home from the hospital	11
8. When specialist care is needed	12
9. Going to a walk-in clinic	13
If you have any questions or concerns	15
Appendix A: Your Health Summary	16
Appendix B: Your Hospital Discharge Information	18



What is it like to be a patient in Ontario?

As a patient, you likely seek care from a number of different health-care providers in a number of different settings. For example, you may have a family doctor, but also see specialists for specific issues. You may also occasionally see a chiropractor or massage therapist, and you may pick up your prescriptions from one or more pharmacies. You may seek care from walk-in clinics and the emergency room, and may even have to stay at the hospital for a period of time.

Your health-care information is not captured in one place. Each health-care provider keeps their own records about the care they provide you, but that information isn't necessarily shared between all the health-care providers you see.

Did you know...?

You can ask your health-care providers if there is a local electronic health record you can access.

While there isn't a province-wide electronic health record that patients have access to yet, some regions or organizations have local electronic health records and patients may even have access to them.

For example, [MyChart](#) is an online website where patients can create and manage their own personal health information. Patients have access to clinic visit notes, radiology (e.g., x-rays or ultrasounds), labs, etc. from participating hospitals.

Because health-care providers are not all connected and information does not always move seamlessly through the health-care system, information sometimes falls through these cracks, which can have bad outcomes for patients. See the story of [Greg Price](#) in Alberta for a very tragic example of how a patient fell through the cracks.

What is continuity of care?

Continuity of care can mean many things, but often it refers to patients experiencing their care as being connected and coordinated as they move between health-care providers and through the health-care system.



CONTINUITY OF CARE MEANS:

- Knowing when and where to seek care;
- Having a family doctor (or primary care provider) and primarily seeing them for any care you need so they can provide you with complete care;
- Only using walk-in clinics or emergency rooms when you really have to;
- Having your information shared between all your health-care providers so they have the whole picture and can better care for you;
- Understanding what role each health-care provider has in your care;
- Making sure test results or referrals to other health-care providers are not lost or delayed; and;
- Making sure your transitions between parts of the health-care system are smooth.



You can help support the continuity of your care by working in partnership with your health-care providers and **playing an active role in your care.**

What is CPSO's role in continuity of care?



CPSO sets expectations for doctors through documents called “policies”. CPSO has policies on a number of different issues related to the practice of medicine. CPSO has recently developed the following four [Continuity of Care](#) policies:

POLICY	WHAT'S IT ABOUT
1) Availability and Coverage	• Having access to your doctor and knowing when and where to go if they are out of the office.
2) Managing Tests	• Making sure test results don't get lost or delayed.
3) Transitions in Care	• Knowing what role each health-care provider is playing in your care and making sure any transfers to new health-care providers or settings are smooth.
4) Walk-in Clinics	• Knowing what you can expect from walk-in clinics and the limitations of using one instead of having and seeing a family doctor.

CPSO recognizes that there are limits to what we or any individual doctor can do to ensure continuity of care is provided. For example, we only regulate doctors so we can't set expectations for other health-care providers, and there are things in the health-care system that the CPSO and individual doctors can't control. CPSO policies try to address some of the problems that lead to breakdowns in care without expecting that doctors will be responsible for fixing everything in the system.

Why was the *Continuity of Care Guide for Patients and Caregivers* developed?

Patients and caregivers play an increasingly important role in helping support continuity of care and their actions can help prevent breakdowns in care. Patients and caregivers who are engaged and have the right information and tools they need to navigate the health-care system can help prevent patients from falling through the cracks.

What is in the *Continuity of Care Guide for Patients and Caregivers*?

In each section of this *Guide*, there is a description of the issue, a list of responsibilities doctors have, and a list of things you (patients and caregivers) can do to help support continuity of care.

The “you” in this document is often speaking to patients, but we know caregivers play a very important role in patient care, and we expect caregivers will see themselves in the “you” when reading this. As such, both patients and caregivers can do any of the things listed in the “what you can do” sections throughout the *Guide*.

1) Communicating with your doctor

It is important for you and other health-care providers (e.g., pharmacists) to be able to communicate with your doctor. Doctors' offices cannot be open 24/7 to take calls. But your doctor's office is required to give you and others who are involved in your care the chance to communicate with them.

WHAT YOU CAN EXPECT FROM YOUR DOCTOR	WHAT YOU CAN DO
<ul style="list-style-type: none"> → During regular business hours, you will be able to call your doctor's office and either someone will answer, or you will be able to leave a voicemail. → Your doctor will communicate with and/or provide information to other health-care providers (e.g., specialist, pharmacist, etc.) who are caring for you. 	<ul style="list-style-type: none"> → Ask if your doctor is available to communicate by email, text, instant messaging, portal, etc. <ul style="list-style-type: none"> o If so, this will give you another way to communicate with them during business hours. → If the doctor has multiple ways to communicate with them (e.g., phone, email, etc.), tell them which way you prefer to communicate with them (e.g., by phone because you don't have email). → Ask what to expect in terms of response times when communicating with the doctor's office (e.g., you can expect a call back within x hours, email is only monitored during business hours and you can expect a reply within x hours, etc.).

2. Booking appointments with your doctor

Seeing your own doctor when possible helps with continuity of care. When your doctor can't fit you in, you may have to seek care elsewhere (e.g., walk-in clinic or emergency room).

WHAT YOU CAN EXPECT FROM YOUR DOCTOR	WHAT YOU CAN DO
<ul style="list-style-type: none"> → Your doctor has to create some space in their schedule for patients with time-sensitive or urgent issues so they can get an appointment. → This means you do not have to seek care elsewhere (e.g., a walk-in clinic or an emergency room) for these issues. 	<ul style="list-style-type: none"> → When possible and appropriate, wait to see your doctor instead of going to a walk-in clinic or emergency room. → When possible, try to plan ahead and make appointments with your doctor for things you can predict (e.g., yearly physicals, regular prescriptions that need to be refilled every 3 months, etc.). <ul style="list-style-type: none"> o This will help your doctor plan for the predictable while leaving some space in their schedule to address the unpredictable (e.g., urgent or time-sensitive issues).

What caregivers are saying...

"I am the primary caregiver for my loved one and I make all of their appointments and communicate with the doctor on their behalf. We spoke to the doctor about my role as the patient's caregiver so they know I am able to do this on the patient's behalf, and the office expects my calls and presence at their appointments."

3. When your doctor is not available...

Doctors cannot be available 24/7. Your doctor may not be available when their office is closed for the day and/or weekend, or when they are away from the office for an extended time (e.g., on vacation).

Even if your doctor is unavailable in these circumstances, they still have some responsibilities to you.

WHAT YOU CAN EXPECT FROM YOUR DOCTOR	WHAT YOU CAN DO
<ul style="list-style-type: none"> → Your doctor will let you know when and where to go for care when their office is closed for the day and/or weekend, to help you navigate your options. → Test results that require immediate attention will be communicated to you 24/7. → Your doctor will make arrangements when they are away from the office (e.g., on vacation) to make sure you get the care you need in response to test results or specialist reports. → Your doctor will try to make arrangements with other health-care providers to cover your care when they are away from the office (e.g., on vacation), but may point you to a walk-in clinic or the emergency room if they are not able to do so. 	<ul style="list-style-type: none"> → Ask your doctor what signs or symptoms you should watch out for, and when and where you should seek care outside regular office hours. → Check if your doctor has after-hours or weekend coverage before seeking care elsewhere. → Make sure your doctor has your up-to-date contact information in case they need to contact you urgently about a test result. → If you are waiting for test results or a specialist's report and haven't heard anything, contact your doctor's office to inquire about the status. → Check if your doctor has another health-care provider covering for them while they are away from the office before seeking care elsewhere. → Consider asking another health-care provider (e.g., pharmacist) that is caring for you whether they can assist with any relevant issues (e.g., prescription refills). → Write down important information about your health including a list of medications you are on so that if you go to a walk-in clinic or emergency room, you can share that information with the health-care provider you see. → If you seek care elsewhere (e.g., from Telehealth, a walk-in clinic, emergency room, etc.), tell your doctor about it.

What caregivers are saying...

"I keep the little slip of paper I get from the pharmacist when I fill a prescription. This has a list of all the medications that I have received from that pharmacy. I am a caregiver for some of my family members and friends, and I tell them to keep this list so we can bring it to their appointments. That way, the health-care provider we see will have the patient's medication list."

Templates for your health summary and medication list

To help you write down important information about your health, see **Appendix A** for a template you can print, fill out, and bring to any new health-care provider you see.

To help you make a **medication list**, see [Medication Lists and Tools](#) for letter and wallet size templates you can print, fill out, and bring to any new-health provider you see.

Questions to ask your doctor

To help you understand when and where to go for care when your doctor is unavailable, ask your doctor:

1. Which specific signs or symptoms should I look out for (e.g., blood pressure, temperature, feeling faint or dizzy, swelling, etc.)?
2. How urgently should I get care if I experience these signs or symptoms (e.g., wait until your office reopens in the morning or call 911)?
3. Where should I get care if I experience these signs or symptoms (e.g., walk-in clinic or emergency room)?

4. Ordering tests and tracking results

Your doctor orders tests to help them to monitor your health-care needs and identify any concerning issues. Your safety can be compromised when you don't do a test your doctor orders or your test results are missed or delayed.

WHAT YOU CAN EXPECT FROM YOUR DOCTOR	WHAT YOU CAN DO
<ul style="list-style-type: none">→ Your doctor will explain why a test is being ordered, how quickly it needs to be done, and the instructions you need to follow (e.g., to fast before the test) and the importance of doing so.→ Your doctor will have a system in place to manage test results. This will help make sure test results are not missed or delayed.	<ul style="list-style-type: none">→ Ask what test is being ordered and why, and how quickly the test needs to be done.→ Before you go for the test, make sure you have, understand, and follow the test requisition form instructions. If the instructions are unclear, ask for clarification.→ Do the test in a timely manner, especially if it is urgent.→ Tell your doctor if you are anxious about the test.→ If someone other than your family doctor is ordering a test, ask them to copy your family doctor on the test requisition (if you have one). This will keep your family doctor informed about the tests that are being ordered for you.

5. Communicating and following-up on test results

The results of any test you do is information you are entitled to. How and when you get it will depend on the result, your circumstances, and the need for follow-up care.

Your doctor will review your test results and determine what, if any, action is needed to address the results. This helps ensure you receive the care you need.

WHAT YOU CAN EXPECT FROM YOUR DOCTOR	WHAT YOU CAN DO
<ul style="list-style-type: none"> → Your doctor will communicate any test results that require immediate attention to you in a timely manner, but may hold off on other results until your next appointment. → Your doctor will tell you: <ul style="list-style-type: none"> o Whether or not they are using a ‘no news is good news’ strategy; and o That you have the option to personally contact the office or to make an appointment to come into the office to hear the test results. → If you have any questions about the test results, your doctor will be available to respond, even if they rely on others to communicate test results. → Your doctor will take any necessary action in response to test results that require immediate attention. <ul style="list-style-type: none"> o How quickly this care is provided to you will depend on how serious the test results are. 	<ul style="list-style-type: none"> → Check if your doctor will use a ‘no news is good news’ strategy. → Ask the lab or diagnostic facility if there is a way to get or access the test results (e.g., a patient portal). → Tell your doctor if your condition worsens at any point in time after the test is ordered. → If you like, you could contact your doctor’s office to ask about your test results, or to make an appointment to come into the office to hear about your test results (even if the doctor is using a ‘no news is good news’ strategy). → If you do an important test, follow-up with the doctor who ordered it if you haven’t been contacted about the results. → Ask your doctor any questions you have about what the test results mean, and what the next steps are. → If a test has to be reordered, ask why. → Confirm who will be responsible for providing any care that is required (e.g., the doctor who ordered the test, a specialist, etc.). → Tell your doctor if you continue to feel unwell after taking the test and/or receiving the test results.

Did you know...?

You can ask your doctor or the lab you visit if you can access your test results.

Some labs or diagnostic facilities in Ontario provide patients with access to their test results.

For example, [My Results](#) is free and secure service that allows you to access [LifeLabs](#) test results online. Most results are available within 24–48 hours.

Please note that some labs or diagnostic facilities may charge a fee for this service, and not all test results may be available through a patient portal.

What patients are saying...

"I took time off work so I could get a test my doctor ordered. I showed up at the lab and they said I had to fast for 8 hours in order to prepare for the test. That meant I couldn't get the test done and had to return another day. Now whenever I get a test requisition, I ask the doctor or lab what I need to do in order to prepare for the test."

6. Staying at a hospital (or other health-care setting)

There may be many different health-care providers who are caring for you when you are admitted to a hospital or other health-care setting (e.g., rehabilitation facility) at any given time. For example, you may be seen by a team of doctors, nurses, physiotherapists, etc.

You need to know who is in charge of your care so you know who to go to for questions and concerns.

WHAT YOU CAN EXPECT IN THE HOSPITAL (OR OTHER HEALTH-CARE SETTING)	WHAT YOU CAN DO
<ul style="list-style-type: none">→ When care is provided by a team of changing individuals, your doctor or others on their team will keep you informed about who is in charge of your care (i.e., the most responsible provider).→ When another health-care provider is assuming responsibility for your care (e.g., is in now in charge), your doctor will make sure the health-care provider has complete and up-to-date information about you.→ This means the health-care provider who is now in charge will have the information they need to continue caring for you, but they may still double check the information with you when they see you.	<ul style="list-style-type: none">→ Ask each health-care provider to identify themselves to you and explain what their role is.→ Check any information boards in your room that say who is in charge of your care and if you are unsure if they are up-to-date, ask.→ Ask other health-care providers involved in your care for help with any questions or concerns you have.→ If you still have questions or concerns, raise them with the person in charge of your care.

What caregivers are saying...

"There was an information board in my daughter's hospital room, but it was blank. I asked the health-care providers who were caring for my daughter to write their names on the board and I prompted them to update the information board daily. This helped me keep track of who was caring for my daughter and it helped me build rapport with the health-care providers when I could call them by name. I also put my contact information on the board so everyone knew how to get in touch with me when I wasn't there in the room with her."

7. Going home from the hospital

Moving from one health-care setting to another sometimes leads to a breakdown in continuity of care. To help avoid these breakdowns, specific steps are needed to equip you and any health-care provider assuming responsibility for your care with the right information.

It is important for you to understand what going home from the hospital will be like, and what, if any, follow-up is needed.

WHAT YOU CAN EXPECT WHEN LEAVING THE HOSPITAL ¹	WHAT YOU CAN DO
<ul style="list-style-type: none"> → Before you leave the hospital, your doctor (or a member of the health-care team) will talk to you about important information like: <ul style="list-style-type: none"> o Risks or complications (e.g., problems) you could have; o Signs and symptoms to watch out for; o Who to contact and where to go if you need help; and o What follow-up care is needed (including any appointments that have been or need to be booked). → Your doctor will try to involve your family and/or caregivers in the discussion about leaving the hospital if that is what you want and agree to. → Your doctor will consider whether or not providing written reference materials will help during this discussion. → Your doctor will send a discharge summary (summary of care provided to you in hospital) to the health-care provider who will be responsible for your care once you leave the hospital (usually your family doctor). 	<ul style="list-style-type: none"> → Ask to have your family and/or caregiver involved in the discussion about leaving the hospital if you think this would help you. → Tell your doctor (or member of the health-care team) if you are concerned about needing time to prepare to go home and would like to have this discussion early (not just before you leave). → Ask if there are any community resources available to help support the move and what role, if any, your family doctor can play (if you have one). → Ask questions about the information you get and clarify whether any follow-up is necessary. → Ask who to contact if you have any questions or concerns after you go home. → Write down important information, confirm you have it right, or ask the doctor (or member of the health-care team) to write it down for you so you can refer back to it. → Ask other health-care providers involved in your care for help with any questions or concerns you have.

¹ When you are admitted as an inpatient and are being discharged. This wouldn't apply if you visited the emergency room and are leaving without being admitted as an inpatient.

Patient and caregiver resource

To help you write down important information when you are going home from the hospital, see **Appendix B** for a template you can print and fill out at the hospital.

For more information about going home from the hospital, see the [Ontario Health Quality Guide](#).

What caregivers are saying...

“As a caregiver, with an extensive health-care background, I am empowered in the true definition of this word. Therefore as a caregiver for my mother many years ago I was able to navigate the system and understand the transition process and advocate for my mother. For caregivers in general, I am not sure they feel empowered, i.e., knowledgeable enough to manage the system.”

“Patients don’t always have a family member or caregiver with them when they are transferred from one health-care setting to another (e.g., from long-term care to hospital). It is especially important for these patients to have a ‘travelling file’ that can go with them, so health-care providers have relevant information about the patient, and the patient’s family and caregiver can access important information about their loved one.”

8. When specialist care is needed

Sometimes issues come up that your family doctor is not able to manage and so they will make a referral to a specialist. A specialist may be involved for just a short period of time, helping your family doctor to understand your needs, or they may play an active role in your care for a long time.

Like going home from the hospital, referrals involve moving from one part of the health-care system to another and so breakdowns can occur. For example, a referral might get missed or delayed and you may not understand who you will hear from and when, or what role the specialist will play in your care.

WHAT YOU CAN EXPECT WHEN SPECIALIST CARE IS NEEDED	WHAT YOU CAN DO
<ul style="list-style-type: none">→ When your doctor refers you to a specialist, they will communicate their role to you (e.g., I don’t know how to treat this condition, so I’m going to send you to specialist. If your condition worsens before your specialist appointment, let me know).→ The specialist will also communicate their role to you (e.g., I will treat this specific condition, but you need to see your family doctor for any other issues that come up).→ If your referral is urgent, your doctor will tell you to follow-up if you haven’t heard back from anyone and will track the referral themselves to make sure the specialist gets it and you get the care you need.→ The specialist will let your doctor know within 14 days of receiving the referral whether they can see you or not, and when. This will help your doctor figure out if the timing is right.	<ul style="list-style-type: none">→ Ask your doctor who is referring you to a specialist:<ul style="list-style-type: none">o What their role will be;o Which specialist you are being referred to (or if you have a specific specialist in mind, communicate your preference);o What you are being referred for; ando When you can expect to hear about an appointment with the specialist.→ Contact your doctor who is referring you to a specialist:<ul style="list-style-type: none">o If you have not heard anything from the specialist when you were expected to; ando If you have any concerns about your health (e.g., you are feeling worse).→ Contact the specialist if you need to change the appointment date or time.→ Write down any questions you have for the specialist and bring them to your appointment.

<ul style="list-style-type: none"> → The specialist will contact you directly if and when they can see you, and will coordinate directly with you if you need to reschedule the appointment. → The specialist will report back to your doctor within 30 days of completing their assessment (although this might take a couple of visits) and will keep your doctor informed if they start providing ongoing care you. 	<ul style="list-style-type: none"> → Bring any relevant information (e.g., medication list, test results, etc.) to your appointment. → Go to the appointment with the specialist.
--	---

What patients are saying...

"I was suffering from a rare condition and my family doctor had a hard time finding a specialist to refer me to. I did some research, made a list of specialists who treat my condition, and gave this list to my family doctor. This helped my family doctor find a specialist they could refer me to. I felt good about taking an active role in my care and working with my family doctor to find someone who can help me."

9. Going to a walk-in clinic

Walk-in clinics play an important role in our health-care system by helping patients access care when they need it and in a convenient manner. Because this care happens outside of established relationships patients have with their family doctors, there could be breakdowns in the continuity of their care. This is why it is important for patients to have and see their family doctor, when possible.

When you go to a walk-in clinic, it is important for information about the visit to be shared with your family doctor (if you have one), and for the walk-in clinic doctor to provide any appropriate follow-up necessary. This would help make sure you get the care you need.

WHAT YOU CAN EXPECT FROM DOCTORS IN WALK-IN CLINICS	WHAT YOU CAN DO
<ul style="list-style-type: none"> → When appropriate, doctors will talk to you about the benefits of having and seeing a family doctor. → Doctors will tell you if the care you need is not suitable for a walk-in clinic and will help you know where to go next. → Doctors providing care in walk-in clinics are held to the same standard as doctors in other settings. 	<ul style="list-style-type: none"> → When you arrive, confirm they are able to address your concern. → If the walk-in clinic doesn't provide the service you came for, ask where you can go to get the service. → Write down important information about your health including a list of medications you are on so you can share that information with the walk-in clinic doctor. → If you would like your family doctor to know about the walk-in clinic visit, ask the walk-in clinic to send a report to your family doctor.

<ul style="list-style-type: none"> o This means they will follow-up on any tests they order or referrals they make. → Doctors will report back to your family doctor (if you have one) if you ask or it's needed in order to protect your safety. → Doctors may involve you in this process if they can't send the information directly (e.g., if they don't have your family doctor's correct contact information). 	<ul style="list-style-type: none"> → Take notes on what happened at the walk-in clinic visit and share them with your family doctor (if you have one), or keep them in your "file" and bring them to the next health-care provider you see.
---	--

Did you know...?

Family doctor offices in Ontario have different practice models. Some work by themselves, but many work with other doctors and/or health-care providers in group practices that often have after-hours care. Depending on the types of services you need, you may want to try to choose a family doctor based on what type of services they provide.

For example, if you can only go to the doctor after-hours, you may want to look for a family doctor that provides after-hours coverage. If you want to see a variety of health care professionals in one office, you may want to look for a family health team.

To explore which health care services are near you (e.g., community health centres, family health teams, etc.), you can visit the Ontario government's [Health Care Options website](#).

For help finding a family doctor or nurse practitioner (both provide primary care and are who you would make an appointment with when you have a new, non-emergency health concern), you can use the Ontario government's [Health Care Connect service](#).

Templates for your health summary and medication lists

To help you write down important information about your health, see **Appendix A** for a template you can print, fill out, and bring to the walk-in clinic.

To help you make a **medication list**, see [Medication Lists and Tools](#) for letter and wallet size templates you can print, fill out, and bring to the walk-in clinic.

What patients are saying...

"I don't have a family doctor so I created a 'file' with all my medical information (including a list of prescriptions) and bring that information with me whenever I visit a walk-in clinic. I add to the 'file' after each visit to the walk-in clinic so I have a complete history of medical issues and the care I received in my 'file!'"

"If my family doctor is not available, I go to a walk-in clinic but I visit the same one every time. This allows me to have a similar relationship with the walk-in clinic doctor as I have with my family doctor (they get to know me). Also, this means my health records are just in two offices, instead of multiple places across the city. I prepare for my visit at the walk-in clinic the same way I prepare for a visit with my family doctor: I make notes on what I want to discuss during the appointment, and I take notes during the appointment so I don't forget any important information."

"I don't know why walk-in clinics have such a bad rap. They provide good services in my opinion. I've had nothing but good experiences at the walk-in clinic near my place."

If you have any questions or concerns...



Navigating the health-care system can be challenging, especially when you or your loved one is not feeling well. If you have questions or concerns, please raise them with your family doctor or health-care provider that is treating you, or with someone in the health-care setting (e.g., hospital) you are in.

Most health-care settings (e.g., hospital) will have patient relations or advocacy staff who are there to help you navigate your options. You can also contact the [Patient Ombudsman](#), the organization that facilitates resolutions and investigates complaints involving health-care organizations in Ontario, at 1-888-321-0339.

If you have questions or concerns about a doctor, including concerns about them not meeting their responsibilities to you as described in this *Guide*, you can contact the CPSO's [Patient Help Centre](#) at 416-967-2603 or 1-800-268-7096, ext. 603 or feedback@cpso.on.ca.

Appendix A: Your Health Summary

PATIENT INFORMATION:

Name: _____

Phone number: _____ Gender: _____ Birthdate: _____

Address: _____

EMERGENCY CONTACT INFORMATION		PHONE NUMBER
CONTACT #1		
CONTACT #2		

DISEASES/CONDITONS (e.g., Asthma, Cancer, Depression, Diabetes, High Blood Pressure, etc.)	START DATE	END DATE	COMMENTS

FAMILY MEDICAL HISTORY

(including Genetic History)

SOCIAL HISTORY

(e.g., smoking, alcohol and/or drug use, etc.)

ALLERGIES AND DRUG INTOLERANCES (name of food, drug, etc.)	REACTION (e.g., rash, hives, anaphylaxis, etc.)

NAME OF MEDICATION	DOSE	AMOUNT	HOW OFTEN AND WHEN	DATES (started, changed or stopped)	COMMENTS

PREVIOUS ACCIDENTS/SURGERIES	DATES	LOCATION	COMMENTS

MAJOR INVESTIGATIONS (i.e., Tests, such as MRI, CAT scan, biopsy, etc.)	DATES	LOCATION	COMMENTS

YOUR HEALTH-CARE PROVIDERS *(including Specialists)*

Name: _____ Phone number: _____

Comments: _____

Name: _____ Phone number: _____

Comments: _____

Appendix B: Your Hospital Discharge Information

_____’s Care Guide

I came to hospital on ___/___/___ and left on ___/___/___  *my own notes*

I came in because I have _____



Medications I need to take

My medication list has been provided and explained to me



How I might feel and what to do

I might feel	What to do	Go to Emergency if:



Changes to my routine

Activity (i.e. dietary, physical)	Instruction



Appointments I have to go to

Go see _____ for _____ on ___/___/___ at ___:___ am/pm

Location: _____ ☎ _____ booked

Go see _____ for _____ on ___/___/___ at ___:___ am/pm

Location: _____ ☎ _____ booked



Where to go for more information

For _____ call/go to _____ ☎ _____

For _____ call/go to _____ ☎ _____

For _____ call/go to _____ ☎ _____

Patient Signature:

<http://uhnopenlab.ca/project/pods/>