

## What is expected of me?

You will be contacted by your case manager, Hala Elimam, on your first day at home. Please call her if you go home earlier or have not heard from her within 24 hours of going home.

You may also receive equipment that will help



monitor your health condition at home such as a blood pressure cuff, weight scale or a blood sugar monitor.

### Is there a cost ?

**No.** Your OHIP covers the cost of your care.

### What if I'm not a patient of the Family Health Team?

You will be offered to be linked to a family physician within the Family Health Team who will become your primary care physician.

## South East Toronto Family Health Team



For more information  
please call to speak with  
Hala Elimam at:  
**416-553-3956**

The physician assistant program is funded  
through HealthForceOntario

HealthForceOntario

 *South East Toronto*  
**Family Health Team**

 *South East Toronto*  
**Family Health Team**

For patients going home from  
Toronto East General Hospital

## Virtual Ward Program - Patient information



**(416) 553-3956**

9:00am to 5:00pm

**(416) 469-6464**

(after hours and weekends)

**840 Coxwell Avenue, Suite 105  
Toronto ON M4C 5T2**

*A leading academic Family Health Team that  
improves the health of our community*

## Care for when you are discharged from hospital

Are you nervous to go home after being in the hospital?

Would you feel better going home if you knew someone would be contacting you to monitor your health?

Often when people are sent home from hospital, they are uneasy about how they will manage or are afraid they won't know what to do if they have questions.

### What is a **Virtual Ward**?

Virtual wards use similar routines of a hospital ward to provide care to patients but without the walls of the hospital.



Patients sent home from hospital will receive follow-up care from various health care

providers by phone and home visit as necessary. This may include phone calls to monitor your daily symptoms, answering your questions about your medications and ensuring you have the supports to manage.

The benefits are that you will continue to receive close monitoring even when you are at home for up to 3 months.

It has been shown that those who have a network of family and health care providers are likely to have better outcomes.



The South East Toronto Family Health Team's **Virtual Ward Program** provides that support for you once you are sent home from hospital. You will be followed by your health care team including your physician and physician assistant, Hala Elimam, who will be calling you regularly to ensure you are managing at home.

### Who is part of the **Virtual Ward team**?

*Physician*

*Physician Assistant*

*Nurse Practitioner*

*Care Navigator*

*Pharmacist*

*Other members of the SETFHT team*

*And YOU!*

## What are the benefits of being part of the **Virtual Ward**?

You will become part of a Family Health Team where you will have a family physician and access to a team of health care professionals to help you manage your health.



You will also have access to a health care provider who will contact you regularly for the first 4 weeks when you are home from hospital.

## Hours

Staff within the Virtual Ward will be available from 9:00 a.m. to 5:00 p.m. Monday to Friday and can be reached at 416-553-3956.

**After these hours**, please call 416-469-6464 or contact Telehealth at 1-866-553-7205

*We are here to support you as you manage your health in your own home*