

UME Statement on Access to Preventive, Diagnostic, and Therapeutic Health Services for Medical Students

Approved by: Undergraduate Medical Education Executive Committee

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All residents of Ontario are entitled to free health services under the provincial health plan, and students at the University of Toronto have access to a number of options to seek medical care.

Students of all University of Toronto programs on the St. George Campus are entitled to receive regular care through the University Health Service in the Koffler Student Centre (<http://healthservice.utoronto.ca/main.htm>). Students on the UTM Campus are entitled to receive regular care through the Health & Counselling Centre in the South Building (<http://www.utm.utoronto.ca/health>). The clinics on both campuses are generally open during normal business hours throughout the year. Students should book an appointment in advance, although a limited number of same-day appointments are also accepted.

Furthermore, UME students are able to access confidential mental health services from the professional counsellors on staff at the Office of Health Professions Student Affairs. Service is provided by appointment and on a drop-in basis, with flexible hours to accommodate medical students' schedules.

In addition, students can register with a family doctor in the local community. Information on family medicine practices accepting medical students is maintained online by the Office of Health Professions Student Affairs; this information is reviewed quarterly.

For urgent care, students may access any walk-in or after-hours clinics in the vicinity of both core and elective teaching sites, or they can visit the emergency department of any of the nearby hospitals. Information on after-hours clinics and emergency departments close to the campus is maintained on the websites for both the St. George Campus and UTM health services (see above).

To locate all levels of care across the Province of Ontario, students are advised to refer to the Ministry's search tool at the Health Care Options website: <http://www.hco-on.ca/english/Search/>.

For immediate advice from a registered nurse, students can also call the provincial Telehealth Ontario hotline at 1-866-797-0000, which operates 24 hours a day, every day of the year.

To assist students in identifying means to access care in all situations and locations, the flowchart on page 2 of this statement (or updates thereof) will be widely publicized.

IN CASE OF EMERGENCY, STUDENTS SHOULD ALWAYS CALL 911.



What to do if you need health care:

IN CASE OF EMERGENCY, CALL 911

Urgent or critical condition



- Go immediately to the emergency room of the nearest hospital (or urgent care centre if your condition is not life-threatening).
- If you are incapable of making your own way to the ER, call 911 to request an ambulance.
- For help assessing the seriousness of your condition, call Telehealth Ontario (1-866-797-0000) to speak to a registered nurse 24/7.
- If the incident or illness occurs while you are in clinic or are about to start, inform your clinical supervisor as soon as possible so that patient care can continue during your absence.
- For the nearest ER or urgent care centre anywhere in Ontario, go to www.hco-on.ca * and search on your location.
- NB: If you are working in a hospital for a clinical rotation or experience, present your hospital badge when you register at the ER.

Non-urgent and non-critical condition

In Toronto/
close to home

I have a family doctor

- Call your family doctor to arrange an appointment.
- If you are calling outside of office hours, listen for information on the nearest after-hours care.

I don't have a family doctor

I need care during office hours

- University health service – St. George: <http://healthservice.utoronto.ca/main.htm> / 416-978-8030 (scheduled appointments and drop-in)
- University health service – UTM: <http://www.utm.utoronto.ca/health> / 905-828-5255 (scheduled and same-day appointments)
- For mental/emotional health only – Office of Health Professions Student Affairs: 416-978-2764 (scheduled appointments and some drop-in/same-day)

I need care after hours/
on the weekend

- Go to www.hco-on.ca * to search on your location for an after-hours clinic.
- If you do not have access to the internet, check a phone book (if available) or dial 411 for directory assistance.
- For help assessing the seriousness of your condition, call Telehealth Ontario (1-866-797-0000) to speak with a registered nurse 24/7

Outside Toronto
away from home
(e.g. on away rotation)

- Go to www.hco-on.ca * to search on your location for a walk-in/after-hours clinic.
- If you do not have access to the internet, check a phone book or dial 411 for directory assistance.
- For help assessing the seriousness of your condition, call Telehealth Ontario (1-866-797-0000) to speak with a registered nurse 24/7

Workplace-related incident (e.g. needle-stick)

Always seek independent medical advice!

This is a summary – click the “Red Button” at www.md.utoronto.ca or on the Portal for full details.

Before you seek treatment, inform your supervisor that you need to leave so that patient care is not interrupted.

Incident occurs in a hospital

- Go immediately to the hospital's Occupational Health department or equivalent
- On evenings and weekends, follow the site's after-hours protocol

Incident occurs in the community (e.g. doctor's office)

- Go to the nearest ER or urgent care centre (www.hco-on.ca *)
- Tell the health care team that you are a medical student and this was a workplace injury.

- Report the incident to your Academy Director as soon as possible, to ensure appropriate administrative and medical follow-up.
- Your Academy Director will help you access follow-up from a family doctor, specialist, etc.

* www.hco-on.ca is the Health Care Options website, a service of the Government of Ontario