

North East Toronto Health Link Better Care System

What is the Better Care Program?

(Better Tracking and Triage for Equitable, Reliable Care)

- The Better Care Program helps identify patients who can be helped with better care planning.
- One of the ways you can take part is if you have visited the hospital emergency room several times in the past six months.
- If you are a patient with multiple chronic health conditions, ask your family doctor if a care plan would be right for you.

What is going to happen next?

- When you come to an emergency department you might be asked if you want to take part in coordinated care planning.
- A coordinated care plan that helps meet your goals and needs will be developed just for you.
- The care planning process help bring your health providers together.
- As part of this process, you will be enrolled in the Health Links Better Care Program.

If you want to learn more about Coordinated Care Planning please read the brochure in this package.

How will a coordinated care plan help me?

- One plan for all of your care
- A care provider who knows your care needs, goals of treatment and who serves as the point person in the community
- A core care team that is notified when you are in Emergency
- Programs and services that can help you better manage your health

Your Privacy is Important

As a patient **you have a right** to:

- Access and copies of your health records.
- Submit a request to correct your health records.
- Provide or withdraw consent to share your health information with other care providers.

If you would like to withdraw consent, or speak to someone about your information privacy at Sunnybrook, please contact Sunnybrook's Privacy Office at (416) 480-6100 Ext. 1236 or via email privacy@sunnybrook.ca

You can find a Care Plan Template at: www.sunnybrook.ca/ccp-toolkit