

Your Care at UHN Family Medicine/Toronto Western Family Health Team: a Teaching Clinic

Dear Patient,

The Toronto Western Family Health Team is partnered with the UHN Department of Family Medicine, which is connected to the University of Toronto's Department of Family and Community Medicine, one of the world's leading medical education schools.

After graduating from medical school, family doctors need at least two years of practical education to receive their full license. Residents (doctors-in-training), work at teaching sites like UHN Family Medicine/Toronto Western Family Health Team under the supervision of staff family doctors to treat patients.

As a patient here, a resident doctor may care for you. A staff family doctor who is appointed by the University of Toronto supervises the resident doctors. There are two ways you may see a resident:

- 1) If your regular doctor is a staff doctor, you may see a resident for urgent issues when your own doctor is not available.
- 2) A resident doctor may be assigned to you as your regular family doctor. This resident doctor will be your primary care provider over the two years of their training.

At the UHN Family Medicine/Toronto Western Family Health Team, we work together as a team to provide your care. Please read the information below carefully.

What are Residents?

Resident doctors have completed medical school and have received their Medical Doctor (M.D.) degree. They are approved to practise medicine under an education licence. To earn their full license, they must complete two years of training through the University of Toronto's Department of Family and Community Medicine and must be supervised by a faculty appointed staff doctor.

During their training, residents can do everything a staff doctor can do, like ordering tests and prescribing medications, under supervision. To note, if a resident refers you to a specialist or books additional tests, the staff doctor's name may appear on these referrals or tests.

How are Residents supervised?

A faculty appointed staff doctor reviews and assesses every visit with a resident doctor, using one of the following methods:

- ✓ **Live feed camera:** All examination rooms have an audio video system so the staff doctor can supervise the resident doctor by watching a monitor in another room. Only the staff doctor will view the visit, and you may request to turn off the camera and audio. The camera is focused on the resident and footage is never recorded or stored without your expressed consent.
 - Very rarely, you may be asked for a visit to be recorded for teaching purposes, and **you have the right to say no.**

- ✓ **Staff doctor joins the visit:** The supervising staff doctor may join the resident in the examination room during your visit.
- ✓ **Resident leaves the room:** Residents will often leave the exam room to review and discuss any medical concerns with a staff doctor, then return to communicate a care plan to you.

When will a Resident see you?

1. **Your primary care provider is a resident doctor:** A resident doctor will be your primary care provider for two years while they complete their training. At the end of the two years, a new resident doctor will be assigned to you.
2. **Your primary care provider is not a resident, but you have an urgent issue:** When you need to see a primary care provider for an urgent issue and your regular primary care provider is not available, you may see a resident doctor.

What are your rights as a patient?

- You have the right to receive culturally appropriate care and to have your religious and cultural beliefs upheld during your visit.
- You can ask as many questions as you need without fear of judgment.
- You have the right to say no to a visit recording, ask about the location of the audio video system and inquire about other forms of observation.
- You may ask the staff doctor to join the resident visit if you have concerns.

By signing below:

- You agree that you have read and understand the information above detailing how you will receive care at UHN Family Medicine/Toronto Western Family Health Team.
- By agreeing to become a patient at UHN Family Medicine/Toronto Western Family Health Team, you understand that resident doctors may be your primary care provider or may participate in your care.
- You understand that if you are seen by a resident doctor, a supervising staff doctor using an audio video system will observe your visit with a resident doctor and/or other methods outlined above.

Thank you for helping us train future family doctors and supporting the future of Family Medicine. Being a patient at a teaching clinic allows more people to access the care they need. We encourage you to share your thoughts about how we teach and help us improve resident education. Visit the University of Toronto Department of Family and Community Medicine website at www.dfc.utoronto.ca.

Patient Name

Patient Signature

Date