Get Well Health Team

Welcome to Get Well Family Health Team

Your Health takes a Village

Address: 4430 Bathurst St., Unit #103
North York, ON M3H 3S3
Access Clinic:
649 Sheppard Ave West,
North York, ON M3H 2S4

Digital Triage Line: 416-977-1560
Website: www.getwellteam.ca



A Message from Our Team

Dear Patient,

Welcome to Get Well Family Health Team, a not-for-profit, team-based, patient-centered organization dedicated to supporting your health and well-being.

Our team of family doctors, nurse practitioners, registered nurses, dietitians, social workers, and other interdisciplinary practitioners work together to provide coordinated, wholistic care that is centered on you.

At Get Well Health Team, we believe your health takes a village, and we're proud to be a part of yours.

Warm regards,

Get Well Health Team

What is a Family Health Team?

A Family Health Team (FHT) in Ontario is a not-for-profit primary health care organization that provides patients with access to a range of interdisciplinary health services, while supporting primary care providers such as family physicians and nurse practitioners in delivering accessible and team-based care to their patients.

These teams provide primary care services based on local health and community needs, with a focus on: health promotion, disease prevention and chronic disease management such as mental health management and addictions, diabetes education and management, and other chronic condition prevention.

Our Services

Team-Based Care

Get Well Health Team was created with team-based care and patient connection in mind. Your primary health care is provided by a group of professionals working together to support your needs.

Our team includes family doctors, nurse practitioners, registered nurses, dietitians, social workers, physiotherapists, chiropractors, psychotherapists, pharmacist, and other interdisciplinary professionals. By working collaboratively, we provide care that is centered on you, ranging from day-to-day health needs to chronic illness management and prevention programs.

As an attached patient, you'll receive coordinated and wholistic care that is tailored to your health and wellness goals.

Get Well Health Team also provides an **ACCESS CLINIC** where you can receive care for your urgent, chronic and preventative primary medical needs. Unique to our Access Clinic, you can seek care through ***online booking, phone booking, as well as on a drop in basis.***

Physicians

Our Family Physicians provide medical assessments, treatment, preventive care, chronic disease management, and referrals to specialists.

Nurse Practitioners

Our Nurse Practitioners (NPs) are trained to assess, diagnose, prescribe, and manage treatment plans for patients of all ages.

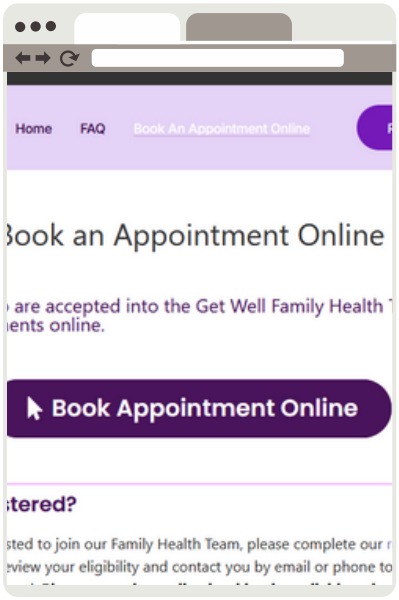
They work collaboratively with our **Interprofessional Primary Care Team (IPCT)** to provide coordinated, patient-centered care. More information about the programs and services offered by our IPCT will be available soon.

How to Book an Appointment

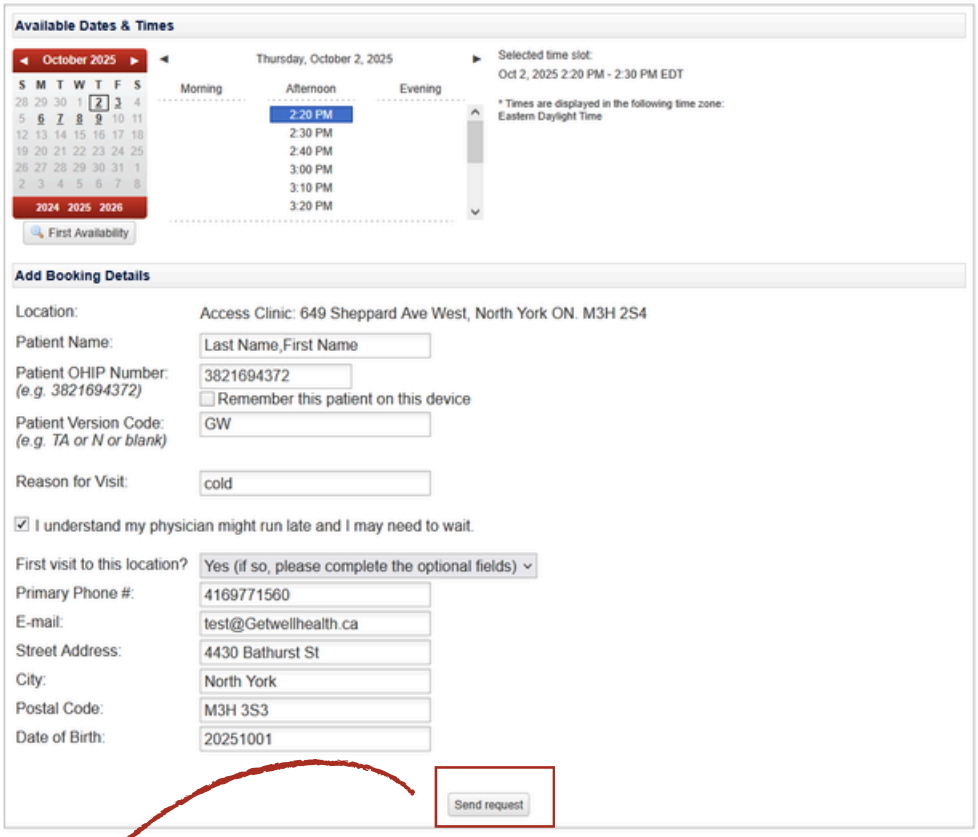
Appointments can be booked **by calling 416-977-1560 or online** through our website. If you arrive late for your appointment, you may need to wait longer, or be asked to reschedule.

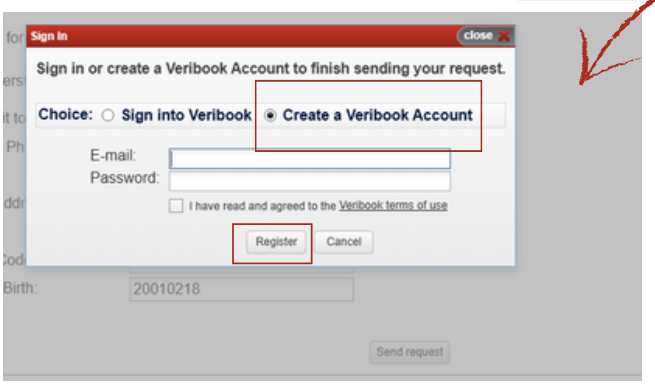
Booking Your Appointment Online: Step-by-Step Instructions

Step 1: Visit getwellteam.ca and click Book Appointment Online



Step 2: Select your preferred appointment time and complete the Booking Details form



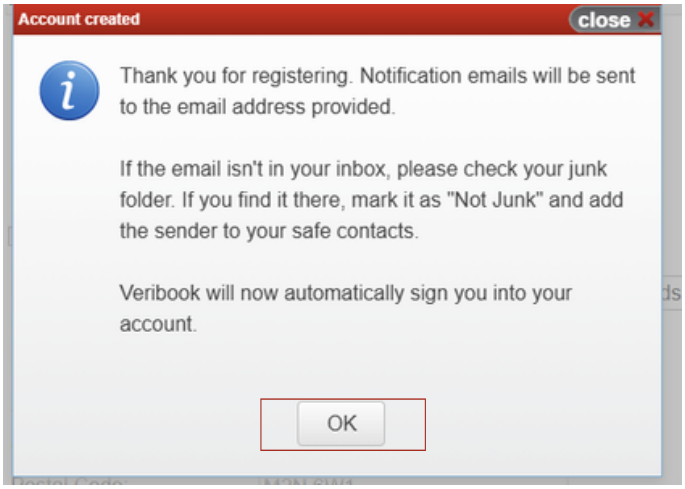


Step 3: Click the "Send Request" button. If this is your first time using the online booking system, you will need to create a Veribook Account by registering with your email and password.

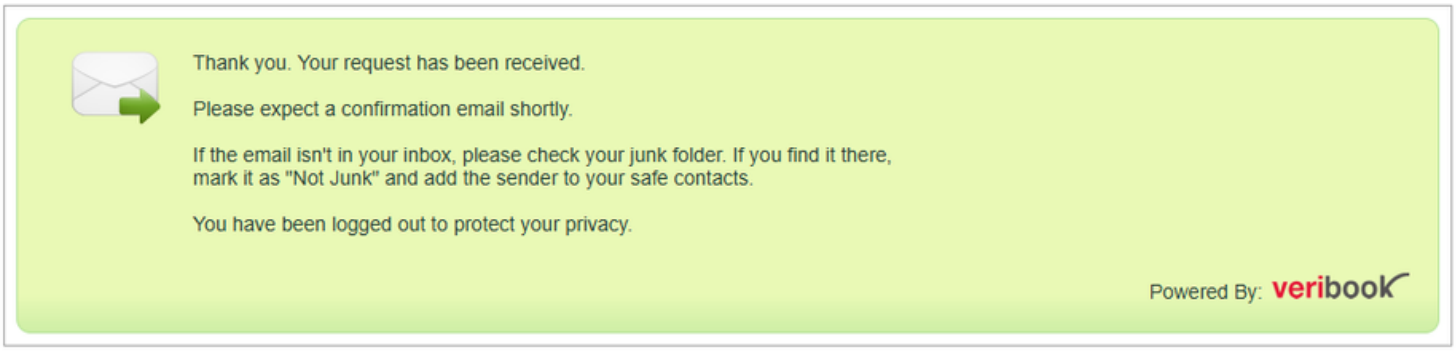
** If you are a returning user, sign in to Veribook using your email and password.

How to Book an Appointment

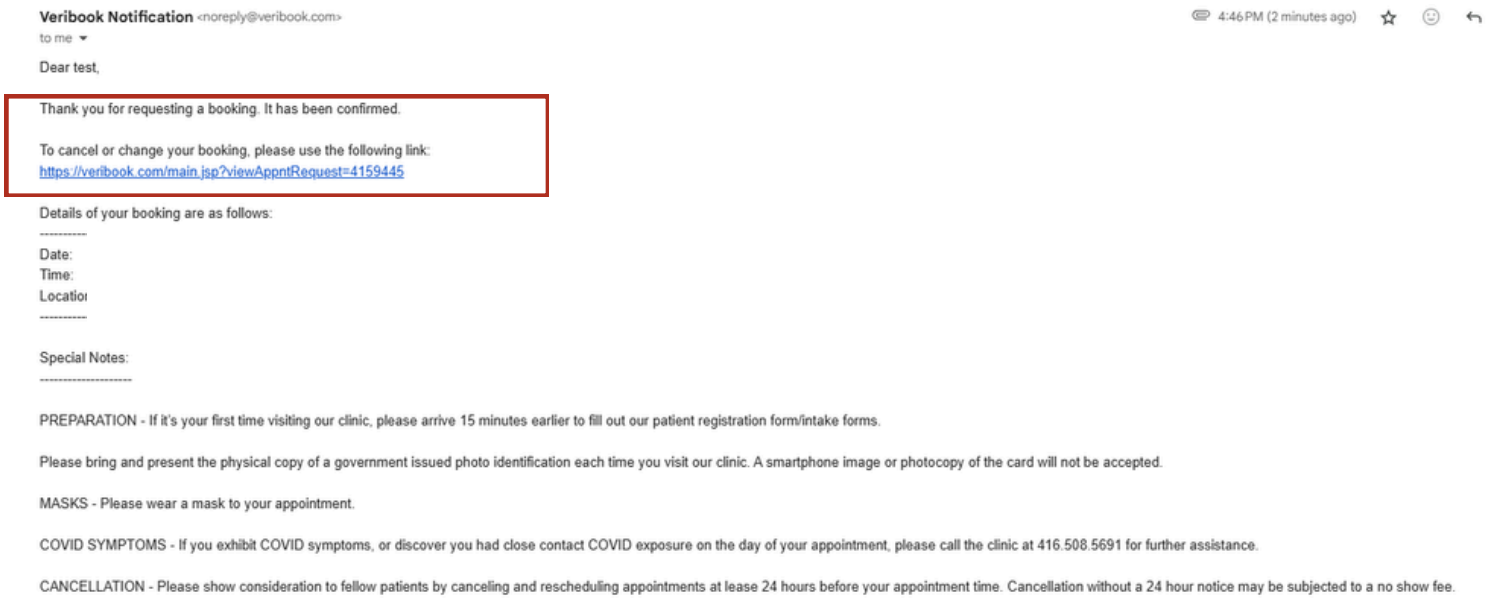
Step 4: Click OK. You will then receive a booking confirmation email.



Step 5: A pop-up message will notify you that your appointment has been booked.



Step 6: To cancel or reschedule your appointment, simply use the link provided in your confirmation email.



Your Responsibilities as a Patient

1



Respect Team Practitioners, Staff and Other Patients

Treat staff, providers, and fellow patients with courtesy. Disruptive, abusive, intimidating or disrespectful behaviour will not be tolerated and may result in discharge from the Family Health Team.

2



Keep Your Information Updated

Keep us updated on your current contact details (address, phone, email) and OHIP/ IFHP info. Inform us of any changes to your health status or medications.

3



Attend Appointments on time

Arrive on time for scheduled appointments. If you are late, you may need to wait longer or be asked to reschedule.

4



Be Prepared for Your Visit

Bring your OHIP card/IFH document and a list of medications. Our healthcare team has access to your records to ensure safe, seamless, and continuous care

5



Partner in Your Health Care

Work together with your care team by following agreed-upon care plans, asking questions, sharing updates, and actively participating in decisions about your health and treatment.

6



Uninsured Services

Understand that while OHIP covers most necessary primary health care services, there are some services that are not insured. Please refer to the posted uninsured services in the Access Clinic

Contact

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Office Hours

Monday, Tuesday, Thursday, Friday: 9:00 AM – 5:00 PM
Wednesday: 1:00 PM – 5:00 PM

Access Clinic Hours

Clinic hours may vary. For the most up-to-date schedule, please visit getwellteam.ca.
We are closed on all statutory holidays.

Booking an Appointment

Appointments can be booked by phone or scan the QR code to book online.

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