

Health Educator/Navigator Client Information Form

The Health Educator/Navigator role at the Halton Hills Family Health Team (HHFHT) provides an integrated approach to care that focuses on patients with medical and social determinants of health needs. Short-term support is offered to assist patients to navigate the systems of care through which the patient's care goals can be achieved. Care goals are identified by the patient in collaboration with their care team.

It is expected that you are an active participant in the process of change. This service and support will only be of benefit to you if you come prepared to your visits with the information and documents that are asked of you and you are willing to make life changes. The Health Educator/Navigator's role is to empower and coach you to manage your own health by providing you with the tools and skills you can use daily to help you manage your physical, mental, and social health.

Attendance

It is expected that you will attend your scheduled appointments. If you cannot attend, we request 48 hours' notice to cancel/reschedule an appointment. If you "no show" to an appointment (i.e. not attend without first rescheduling or cancelling), this will be documented in your medical file and multiple "no shows" will result in closing your referral for this support. It is your responsibility to contact our office to reschedule your missed/cancelled appointment should you wish to continue to receive support.

Confidentiality

Case notes are kept and entered into your medical file in accordance with documentation standards and so that your family physician can be informed about ongoing support. As a regulated health professional governed by the Regulated Health Care Professionals Act, The Personal Health Information Protection Act, 2004, and the Ontario College of Social Workers and Social Service Workers, we will respect your privacy by holding in strict confidence all information provided by you.

Information discussed in sessions is considered confidential and would only be shared with your permission and consent. You may be asked to sign a 'Consent to Disclose Information' if you wish for your information to be shared with any other person or care provider. There are some limits to confidentiality which include the following circumstances:

1. The risk of harm to self or another person
2. If you are a child, or know of a child, in need of protection (s. 72 of the Child and Family Services Act)
3. If you report sexual abuse by a Regulated Health Professional
4. If you report abuse of an individual living in a long-term care facility or retirement home by staff at that facility
5. Pursuant to subpoena, court order, or sworn testimony.

Please note that information may be shared with other healthcare providers on the Family Health Team in order to provide you with the best collaborative care.