

# About the West Elgin Community Health Centre

The Centre has served our rural communities for 30 years. We believe that housing, education, food and the environment all play a role in health and well-being. We believe that language, literacy and poverty should not get in the way of receiving great care. At our Centre we continue to value and advocate for a more inclusive society.

## **VISION:**

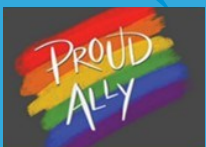
Vibrant and Caring Communities,  
People and Workplace

## **MISSION:**

Partnering with our communities to  
achieve the best health and wellbeing  
for all

## **VALUES:**

Compassion, Excellence,  
Collaboration, Accountability,  
Respect and Equity



## Becoming a Primary Care Client

Call, e-mail or drop by the Centre and request an application form for primary care services.

Your completed application will be reviewed to determine care needs and who is best to meet those needs. It may be an NP or MD. You will be called for an intake appointment. Applications are typically processed in the order received.

At the intake appointment you and the Provider will discuss your care needs, expectations and what we are able to offer. If you both decide that this is the right fit for you, then you will officially become a registered primary client of the Centre.

As a registered client you can access:

- Dynacare laboratory services available at the Centre
- the after-hours telephone support service provided by our physicians and nurse practitioners

### **West Elgin Community Health Centre**

153 Main Street

West Lorne, ON N0L 2P0

T 519-768-1715 F 519-768-2548

[wehc.on.ca](http://wehc.on.ca)



## Primary Care Services

Our team of physicians, nurse practitioners and nurses work within an interdisciplinary team to address your preventative, acute, chronic and palliative health care needs.

In addition, they work with you to address social, economic and environmental challenges that can also affect your health.



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**Our Primary Health Care team includes physicians, nurse practitioners, registered nurses, registered practical nurses and medical secretaries**

NPs and MDs are often called “providers”. They each have their own roster (panel) of clients. They are responsible for the health care needs of their own clients.

It is ideal for all of your healthcare needs to be met by your own provider as they know you and the plan for your care best. This also promotes continuity of care and helps you to build strong relationships as well.

In the event that your provider is not available and your need is of an urgent nature, you may be offered an appointment with another provider.

### **Land Acknowledgement**

We are grateful for the opportunity to live, meet and work on this territory. We commit to building allyship relationships with First Nations peoples enhancing our knowledge and appreciation of their many histories and voices



### **What the Primary Care Team Offers the Centre's Clients:**

- Illness prevention and health promotion
- Preventative health screening
- Assessment, management and support of chronic and acute conditions
- Palliative care support for people and their families & friends
- Education and support to promote your ability to self-manage your health care
- Nursing telephone triage support
- After hours on-call services
- Influenza vaccination clinics

### **We encourage you to become involved in your own care**

We believe that clients are equal partners in their health care decisions, and that health includes social, emotional, mental and spiritual and physical wellbeing. To achieve these beliefs we make sure you are properly informed about your medical conditions and that you understand the reasons for tests and options for treatments.

We also encourage questions about your health care. Our providers and nurses are available to support individuals who wish to make changes to their lifestyle, and we encourage clients to play an active role in their health care plan.

