



About Health Access Taylor-Massey

Health Access Taylor-Massey (HATM) is a healthcare, community and social services centre located in Crescent Town.

Our goal is to improve the health and well-being of local residents by making it easier for people to find the care they need in one place that is close to home.

Eligibility

Our services are open to people who live in Taylor-Massey and surrounding neighborhoods.

We prioritize people who do not have a primary care provider (for example, a family doctor or nurse practitioner) or who face challenges getting primary care and community services.

A valid health card or Interim Federal Health Program (IFHP) coverage is required to access medical services. If you do not have a valid health card or IFHP coverage and need medical assistance, please make an appointment to see our resource navigator and we can connect you to a local primary care clinic or community health centre that can assist you.

Our services

Our services are not meant to address health and wellness emergencies. If you or someone you know is in danger, please call 9-1-1 or go to your nearest emergency department.

By appointment

Please call 647-251-8195 if you have questions.

- A **resource navigator** (a healthcare professional that can help connect you with the community, health and social services you need)
- **Family doctors** (provide short-term follow-up care when needed. They also provide other services, like preventative cancer screening and prescriptions when needed)
- **Nurse practitioners (NP)** (nurses who perform physical exams and check-ups, prescribe medication, and review test results. They also diagnose and treat diseases and other health conditions)
- **Mental health (wellness) counsellors** who can help you manage stress, anxiety, changes in mood, and more.



By referral

You can make a referral to most of the following services by calling 647-251-8195.

- **Diabetes care** by registered nurses and dietitians (counselling, education and support to help adults manage their type 2 diabetes or prediabetes)
- **Healthcare and social services team** (team of doctors, nurse practitioners and case counsellors who provide healthcare, supportive counselling, settlement services and more to people who need these services, including newcomers)

- **Prenatal care** (medical care for people who are pregnant)



We can also connect you to a full range of other health and social services available in the community. These include:

- Substance use and harm reduction services
- Home care
- Seniors services
- Housing supports
- Settlement services
- Food security
- Youth services
- Employment services
- Mental health and wellness supports
- Child and family supports
- Developmental services

Interpretation services

Language interpretation is available by request.

Our team speaks languages like Arabic, Cantonese, Dari, Farsi, Hindi, Mandarin, Pashto, Tagalog and Urdu.



Address

4 The Market Place
East York, ON, M4C 5M1

Phone: 647-251-8195 | **Fax:** 1-844-329-6384

Hours

Mon/Wed/Fri: 9 a.m. to 4:30 p.m.
Tues/Thurs: 9 a.m. to 6 p.m.

Different services are offered during different days and hours.



Please visit ethp.ca/HATM or scan the QR code to see the most up-to-date hours for different services.

How to access services

Appointments for all services are preferred. Please call to book an appointment for a service.

We have limited capacity for same-day appointments for urgent health concerns that do not need hospital care. Please call before you come to confirm availability.



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Frequently asked questions

I am a new client and would like to see a family doctor or other primary care provider. What can I expect during my first visit?

During your first visit, you will talk to a family doctor, nurse practitioner or nurse. They will review your medical history and discuss it with you. To help ensure your first visit goes as smoothly as possible, please identify 1-2 health concerns that you would like the healthcare provider to help you with. If you have other health concerns, our team can book you a follow-up appointment.

Does HATM operate as a walk-in clinic?

No, we do not operate as a walk-in clinic. Appointments for all services are preferred. We have limited capacity for same-day appointments. Please call 647-251-8195 before you come to make an appointment or confirm availability.

What if I am late to my appointment?

Please call 647-251-8195 to let our team know you may be late. Depending on the nature of the delay, you may be asked to reschedule.

Who will be my family doctor or other primary care provider?

Our providers work as a team, so you will not be assigned to a specific primary care provider (for example, a family doctor or nurse practitioner). After your first visit, you will be a client at HATM. This means, when you have a health concern, you will be able to see any healthcare provider on our team who is available. All of our team members are qualified to provide high-quality care and will have access to your medical history.

I already have a family doctor but would like to transfer to a provider at HATM. What should I do?

People who already have a family doctor or other primary care provider or team are strongly encouraged to continue seeking medical care from that provider. HATM prioritizes people who do not have a primary care provider or who face challenges getting primary care and community services.

I have a family doctor but need help finding community and social services (for example, settlement, employment, senior services). Can HATM help?

Yes, our resource navigator can help connect you to a wide range of community and social services. See the "How to access services" section in this pamphlet for information about how to see the resource navigator.

I have an unexpected and urgent health concern. Can I get care at HATM?

We reserve same-day appointments for urgent health concerns that do not need hospital care. If you need emergency help, please go to your nearest emergency department or call 9-1-1.

A proud initiative of



East Toronto
Health Partners

Learn more at ethp.ca

Welcome to Health Access Taylor-Massey

Led and staffed by



Opportunity made here.

With support from other community partners.

See a full list of partners at ethp.ca/HATM