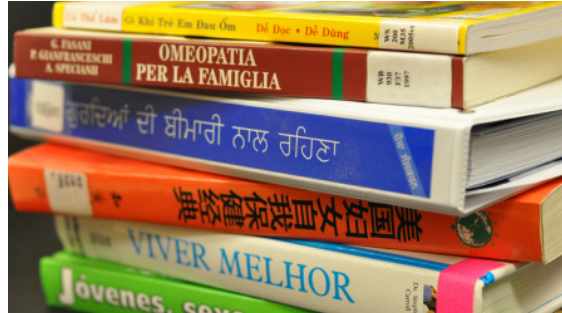
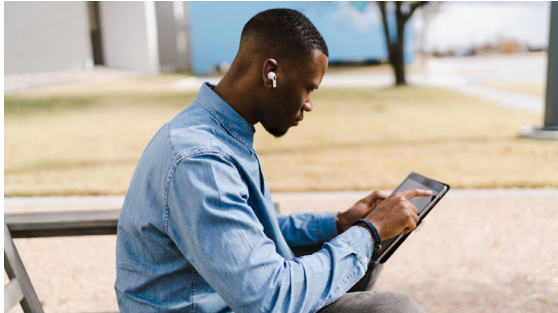


UHN Patient & Family Learning Centres/Libraries



The UHN Patient & Family Learning Centres/Libraries offer reliable and up-to-date consumer health information to UHN patients, their families, staff and community members. We have resources in different formats such as books, videos, e-audiobooks, e-books, apps, podcasts and health brochures. Our services are free and available in multiple languages. You can visit us at the hospital, or access our online resources at your convenience anytime, anywhere.



How can the Patient & Family Learning Centres/Libraries help patients and visitors?

We can help you and your family access:

- ✓ Online and printed information about health conditions, diagnostic tests, treatment options, managing side effects, recovery and healthy living
- ✓ Free health education programs, social and emotional supports, and wellness groups at UHN or in your community
- ✓ Resources and tools in a variety of formats and languages that can help you make informed health decisions
- ✓ Information to help you navigate the healthcare system
- ✓ Learning opportunities to help you know how to find, use and evaluate online health information
- ✓ Useful resources by scanning QR codes on your mobile device
- ✓ Free electronic resources such as e-books, e-audiobooks, streaming videos, apps, podcasts, health e-news and consumer health websites recommended by our health information specialists
- ✓ Computers at our Learning Centres/Libraries to browse information about your health and other needs related to your hospital visit
- ✓ Your appointments and test results through the myUHN Patient Portal
- ✓ Latest health and wellness news, tips, and events at UHN and in the community through our monthly health e-news

The Patient & Family Learning Centres/Libraries do not provide medical or treatment advice. Resources provided are for your information only and should not replace a visit with your health care provider.

How can the Patient & Family Learning Centres/Libraries help health care providers?

We can support health care providers by:

- ✓ Connecting them with educational materials for patients from UHN Patient Education and other organizations
- ✓ Creating and organizing patient education displays on the units
- ✓ Building library collections tailored to their patients' needs
- ✓ Collaborating on promoting and marketing patient education events, tools, and resources

What else can you find at the Patients & Family Learning Centres/Libraries?

We are always improving our collection to meet diverse patient and caregiver needs. This includes having:

- Information in different languages
- Information about Indigenous health
- Information focused on the health of Black communities
- Children's books explaining health conditions
- LGBTQ2S+ resources
- Anatomical posters, charts, and models

All the materials found in our Learning Centres/Libraries have been carefully selected by our health information specialists.

We welcome suggestions from patients and staff.

How can you get access to E-Books?

You can access our collection of e-books, e-audiobooks and streaming videos by using your Instant Digital Card, or by registering at one of the Patient & Family Learning Centres/Libraries.

You will get a personal access number and instructions on how to access the e-books once you are registered.

How do you borrow materials from the Patient & Family Learning Centres/Libraries?

Registration

Anyone can borrow materials, including patients, family members, visitors, staff and members of the public. You will be asked to show a valid piece of identification with your name and current address when you register. You will need to fill out and sign a Member Registration Form.

Borrowing policies

- You can borrow up to 3 items at one time.
- You can borrow items for up to 3 weeks.
- Before your items are due, you can renew them 1 time for another 3 weeks (6 weeks total).
- You can renew your items in person, over the phone or by email.

Please note: We understand that sometimes you might bring back items late. While we do not charge late fees, it is important to try your best to return your items on time so that others have a chance to borrow them.

If we notice a pattern of late returns or lost items, we may suspend or take away your borrowing privileges. If you lose or damage an item, it is your responsibility to cover the cost for replacement.

Is the Patient & Family Learning Centres/Libraries catalogue available online?

An online catalogue of all of the Patient & Family Learning Centres/ Libraries lending materials can be found on our website.

Visit www.uhnpatienteducation.ca, click 'Search Library Catalogue'.

You can browse all the titles of our collection to find the information you are looking for. You can search by subject, author or keyword.

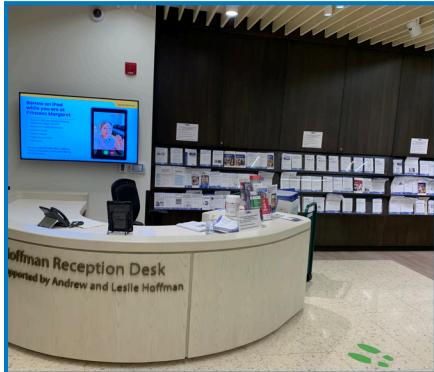
When are the Patient & Family Learning Centres/Libraries open?

We are open Monday to Friday, 9:00 am to 4:00 pm.

We are closed on weekends and holidays.

Please note: Princess Margaret Cancer Centre Patient & Family Library space is open 24 hours a day, 7 days a week. Library staff hours are Monday to Friday, 9:00 am to 4:00 pm.

Visit or contact us at one of our locations:



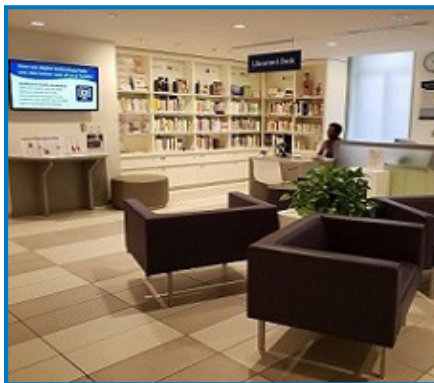
Princess Margaret Cancer Centre Patient & Family Library

Main Atrium

610 University Avenue

Phone: 416 946 4501 ext. 5383

Email: patienteducation@uhn.ca



Toronto General Hospital Peter and Melanie Munk Patient & Family Learning Centre & Library

1st Floor, Norman Urquhart Building

585 University Avenue

Phone: 416 340 4800 ext. 5951

Email: tgpen@uhn.ca



Toronto Western Hospital Paul B. Helliwell Patient & Family Library

Main Atrium, West Wing – 1st Floor

399 Bathurst Street

Phone: 416 603 6277

Email: twpfl@uhn.ca

Health information resources are also available at the KITE Innovations Gallery, Toronto Rehab



University Centre

550 University Avenue – 1st Floor

Toronto Rehab patients, families and caregivers can also email their health information requests to: tgpen@uhn.ca.



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Visit www.uhnpatienteducation.ca for more health information. Contact pfep@uhn.ca to request this brochure in a different format, such as large print or electronic formats.

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