



New Navigation Webpages Coming to GHHN

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As changing health needs continue to challenge Ontario's health care system, we see that communities have been struggling to access and navigate health and social services and information in a simple and timely way. This has also been true for our local communities of Hamilton, Haldimand and Niagara Northwest. Ontarians are looking for a solution, they want access anytime, anywhere, and in a way that is personalized to their needs. As part of the Greater Hamilton Health Network OHT strategic plan, our goal is to better connect our local populations to care by providing them with a single "Digital Front Door" to their health care needs.

To support better access to care, the GHHN has taken steps in expanding access to digital and virtual care options, through the Greater Hamilton Health website navigation platform.

This new website navigation platform will not only be the connector between citizens and OHT providers, but more importantly, it will provide more convenient ways for patients to find and access services; Online Appointment Booking (OAB) with their primary care physician, 24/7 navigation services, Mental Health Services, Find a Doctor, COVID-19 information, Home, and Community Care and more. Additionally, the navigation menu features a searchable, comprehensive database of all local resources, and healthcare services for an easy user experience.

This project is one part of the larger system navigation strategies that the GHHN is co-creating to meet the needs of patients, families, and providers. It was co-created with

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Building community health together.

and for the members and people that will be using it, along with partnering and leveraging work of other OHTs and Ontario Health. To support and ensure community engagement, the GHHN has partnered with provincial stakeholder 211 Ontario, to assure users can easily connect to both local, regional, and provincial services, programs and community supports.

It is important to note that this navigation project will not eliminate any existing, physical service access methods, and will evolve over time to add new features and functions that align to the priorities and needs of our communities.

The GHHN is excited for to launch “Find Services” our service navigation page on November 30th. Stay tuned for further website updates.



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