



WELCOME GUIDE

SCARBOROUGH KIDS DEVELOPMENT CLINIC

WELCOME TO THE SCARBOROUGH KIDS DEVELOPMENT CLINIC



How Our Clinic Works

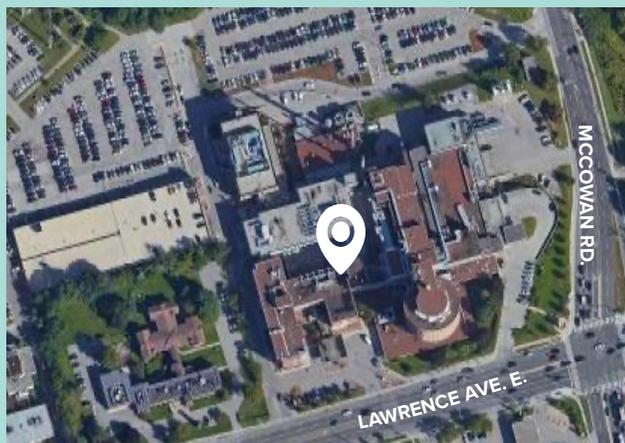
Scarborough Health Network's (SHN) Scarborough Kids Development Clinic (SKDC) provides diagnostic assessments for children under six years old and living in Scarborough. Children with developmental, behavioural and learning challenges may be referred to our program by a paediatrician, family physician or nurse practitioner.

You are receiving this package because we have received a referral from your primary care provider. They have concerns about your child's communication skills and behaviour, and are requesting further assessment or testing. We understand that this may be a difficult and confusing time for you and your family. The SKDC team uses a family-based approach, aiming to equip families with the skills, knowledge, and resources available to support your child's needs. We are committed to supporting you and your family on this journey.

Due to the depth of testing that occurs, there may be multiple appointments dependent upon the level of services and care required, as determined by the team. This is based upon the unique needs of each child. Children with complex development or behavioural needs will be assessed by a Paediatric Neurologist or Developmental Paediatrician. Depending on your concerns and what your child's needs are, there may be other clinicians in a multidisciplinary team involved in your child's care.

At the end of the virtual and in-person appointments with the doctor, a follow-up appointment will be made. Here we will discuss the findings of the assessment, testing, and any recommendations. You will also be provided with documentation outlining the key findings and main recommendations. After the assessment is complete and, if a diagnosis is made, you will be provided an opportunity to have an appointment with our social worker.

Families have access to consultation with our Social Worker, Occupational Therapist and/or Speech-Language Pathologist based on individual child and family needs. We will keep your information private and confidential, however, as professionals, we have an obligation and duty to report any abuse or neglect.



HOW TO FIND US:

Scarborough Kids Development Clinic
Medical Mall at SHN – General Hospital
3030 Lawrence Avenue East, Suite B07

Phone: 416-438-2911 Ext. 6120
Fax: 416-292-9678

OUR CARE TEAM



How We Work With You

FRONT DESK CLERK

This will be your first point of contact at our clinic. Upon receiving a referral from your primary care provider, the team will triage the referral and send back a notification to your provider indicating the anticipated wait time for the appointment. Once your child reaches the top of the waitlist, our dedicated clerks will contact you to set up the initial appointment and gather any other required information. Our front desk clerks provide exceptional patient service and are able to assist you in scheduling and appointment needs. Please let the clerk know if any appointment conflicts with your child's feeding or nap time. Appointments may impact the ability to go to school for patients ages four to six years old. Please note: completed questionnaires are required by our clinic. They can be found at the end of this welcome package, and returned during your in-person appointment.

PHYSICIAN

Our physician team consists of Paediatric Neurologists and Developmental Paediatricians. Your child will be assigned to one of our physicians and will complete an assessment that will comprise of three components:

1. Parent Interview via virtual appointment;
2. Direct play-based interaction and observation via in-person appointment;
3. Collection of information about your child from other caregivers and sources, such as their school or daycare.

Based on the information noted during these assessments and each child's unique needs, our physicians may feel the need to refer your child to other clinicians on the team. This may include an Occupational Therapist (OT), a Speech-Language Pathologist (SLP), a Clinical Psychologist, and/or a Social Worker (SW). The diagnosis, if any, is discussed at the final physician appointment and families will have the opportunity to ask questions and get more clarification. A report about your child will also be made available to you. This report will contain our impressions and recommendations to help your child's development and learning. This includes referral for specialized intervention, if need be, or further assessment at school, ensuring that you can access and receive therapeutic support within the community for your child.

CLINICAL PSYCHOLOGIST

Our Child Psychologist is trained to observe and test children, to find out about their thinking ability, behaviour, and emotions. Appointments with the psychologist last approximately two hours or less. If it is difficult for your child to adjust to the setting, we might book a second appointment. During the interview, we talk about your child's learning, behaviour, routines at home, daycare or school, and social ability with other children. Testing comes in the form of play activities, complete with pictures and puzzles for language and visual problem-solving. Your child sits at a table with the Psychologist while you're watching in the same room. Your child's tests are scored after the appointment, and results provided by the physician.

OCCUPATIONAL THERAPIST (OT)

Our OT helps to facilitate your child's development of age-appropriate cognitive, motor, visual, perceptual, and socio-emotional skills. Through parent reports and structured play, the OT assesses your child's fine and gross motor skills, self-help skills (toileting, dressing, and feeding), and sensory processing needs. Based on this information, the OT will provide a report and recommendations to help increase your child's participation and independence in each of the areas assessed and connect you with appropriate community resources. A follow-up consultation session or attendance at various virtual parent workshops may be recommended.

SPEECH-LANGUAGE PATHOLOGIST (SLP)

The SLP will assess the child's social interaction (social communication), playing skills, understanding and expression of language, and pronunciation (speech production), as well as behaviour, feeding, voice, and fluency (stuttering) as needed. The assessment consists of asking parents/children questions, functional assessment through playing with the child and/or observing the parent play with

the child, and asking the child to do some tasks. Standardized tests may also be used to determine how a child scores compared to other children of the same age - for example, in vocabulary development. At the end of the assessment, the SLP will give a short summary of their findings, write a report, send it to you, and share it with the other team members. Often, you will receive tip sheets to work on with your child. The SLP may recommend a referral for speech therapy with your local Preschool Speech and Language Program.

SOCIAL WORKER (SW)

During your time together, our SW will assist you and your family with navigating through various funding programs. The SW will also help you explore different community resources that best suit the needs of your child, determine which service needs are required, and review how to access and manage those partnerships. The SW helps parents understand their legal rights so they can get the help they are entitled to for their children, and teaches parents how to advocate effectively for their children. You are encouraged to reach out to our SW post-assessment should you have any questions, concerns, or need someone to talk to.





Clinic Enrollment & Policy Agreement

Child's Legal Name: _____

Child's Preferred Name: _____

ENROLLMENT AND COMMITMENT: I, _____,

the parent/guardian of (child's name) _____, understand the requirements of the program and the commitment expected of me and my child listed below.

By enrolling with the SKDC, I am committing to enrolling in MyChart, as there may be questionnaires to be completed prior to your child's appointments. It is a free service. Please see the last page for enrollment instructions.

I understand that if I do not enroll my child in the SKDC program, my child's referral will be sent back to the referring physician and my child can be referred to the clinic again when we are able to participate in the program, if eligible.

Families as Partners: Service Guidelines

As parents/caregivers, we understand that:

- It is important to attend and participate in all scheduled appointments and to be on-time for our child's appointments as our attendance is important in reaching our child's goals.
- We understand that if we are more than **15 minutes late**, the SKDC team *may not* be able to see us.
- We agree to do our best to provide 48 hours' notice should we ever need to cancel or reschedule an appointment to ensure another child can receive care.
- We understand that if we cancel or fail to attend three appointments in a row or three appointments within one year, that our provider will discuss this with us. Other approaches to assessment and services may be considered at this time.
- Throughout our appointments, we may be asked to do some activities with our child to help support our child's assessment as well as learning and development.
- The assessment process uses tools such as questionnaires. We understand that this is part of the assessment process.
- **Prior to our child's initial appointment, we will email the completed questionnaires and consents to SKDCfrontdesk@shn.ca.**

Patient/Substitute Decision Maker
(Please Print)

Signature

Date



Consent to Communicate by Email (With Personal Health Information)

Scarborough Health Network (SHN) will communicate by email with the written consent of the patient or substitute decision maker. Email is convenient but it is important to understand and accept the risks before providing consent.

Email Risks

1. Sending email over the internet is not secure as it can be intercepted, forwarded, stored, or even changed without the knowledge of the sender or the intended recipient;
2. Email communication may introduce malware into a computer system and potentially damage or disrupt the computer, networks and security settings;
3. Even after the sender and recipient have deleted the email, copies may continue to exist;
4. Risks that are unknown at this time.

Terms of Use

1. Email may be used to communicate the following:
 - a. General program information
 - b. Test results and requisition forms
 - c. Conversations about your symptoms, care or treatment
 - d. Other services to support your care and treatment
 - e. We may also ask you to send us emails with information to support your care (such as a photo)
2. Email must never be used to communicate in an urgent or emergent situation;
3. SHN must be notified in writing if the contact email address is changed;
4. Consent for email reminders may be withdrawn at any time;
5. SHN may withdraw the email reminder service at any time.

Consent

I understand and agree to accept the risks of using email and to the Terms of Use.

Email Contact Address: _____

Patient/Substitute Decision Maker
(Please Print)

Signature

Date

How to sign up for MyChart Central East Ontario



CREATING A MYCHART FOR A PATIENT AGED 0-13 YEARS OLD

The parent or legal guardian of the patient must create a MyChart account for themselves following Steps 1 to 4. Once the account has been created, the parent or guardian must then call MyChart Support at 1-833-789-3742 to request an account to be created for the child. **Please note:** they will need to provide the child's Health Card number at that time.

MyChart Central East Ontario

Having difficulties logging in or seeing your health record?
MyChart support is free. Please call 1-833-789-3742

Please call the MyChart Central East Region support if you:
Cannot log to your account.
Forgot your password or username.

MyChart Username
Password
Sign In
Forgot username? Forgot password?

New User?
Sign up now

MyChart + Epic
Central East Ontario

STEP 1

Visit mychart.ourepic.ca and click “Sign up Now”.

MyChart Central East Ontario

Please Identify Yourself

All fields are required.

MyChart activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary*. Your code is not case sensitive.

Health Card Number
Please enter your OHIP card number (e.g., 1234567890 - numeric only).

Date of birth
Enter your date of birth in the format shown, using 4 digits for the year.

MM / dd / yyyy

Next

No Activation Code?
Sign up online

STEP 2

Please do not enter any information on this page. Click “Sign up online” under “No Activation Code?”.

MyChart Central East Ontario

Request an Activation Code

We need you to fill in the form below to process your request for a MyChart account. This information must match the information on your Ontario Health Insurance (OHIP) card. It may take up to 1 week for your request to be processed. If your information does not match, we may call to verify your information. After your request has been processed, we will send you a text, email or letter with your activation code and how to use it to activate your MyChart account. Please call 1-833-789-3742 if you have any questions about this.

* Indicates a required field

Name
First name Last name

Address
* Address information is required.
Country: Canada
Street Address

STEP 3

Complete the form to request an Activation Code. **Please note:** it may take one week to receive this code by text, email or mailed letter.

MyChart Central East Ontario

Please Identify Yourself

All fields are required.

MyChart activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary*. Your code is not case sensitive.

Health Card Number
Please enter your OHIP card number (e.g., 1234567890 - numeric only).

Date of birth
Enter your date of birth in the format shown, using 4 digits for the year.

MM / dd / yyyy

Next

No Activation Code?
Sign up online

STEP 4

After receiving an Activation Code, repeat Step 1 and then fill out your information. You will be required to fill out your Health Card number and date of birth.

MyChart Help Line (toll-free): 1-833-789-3742

PATIENT QUESTIONNAIRE

In order to be as thorough as possible and to provide the highest level of care, we ask that you fill out the Parent Questionnaire and appropriate Child Questionnaire, if applicable, below.

Visit shn.ca/scarborough-kids-development-clinic or scan the QR codes

PARENT QUESTIONNAIRE

Recommended for
all families
to complete.



PRESCHOOL CHILDREN QUESTIONNAIRE

For children under six who
are in daycare, preschool
or kindergarten, please
have the daycare/school
complete.



SCHOOL-AGED CHILDREN QUESTIONNAIRE

Families of children six
and older, please have
the school complete.



Please email all completed forms and questionnaires
PRIOR to your first appointment to SKDCfrontdesk@shn.ca