



Additional Resources

Curious and want to learn more? We've put together the following online resources that can help you take your learning further.

On navigating the Ontario health care system:

A patient's guide to navigating Ontario's health care system

<http://healthydebate.ca/2014/12/topic/wait-times-access-to-care/free-e-book-healthy-debate>

A free e-book written from the patient's perspective that answers common questions about health care in Ontario.

Health cards

<http://www.ontario.ca/health-and-wellness/health-card-services>

Information and frequently asked questions about getting, replacing, and using your Ontario Health Card.

Personal Health Navigator

<http://healthydebate.ca/personal-health-navigator>

Answers to health care questions by a patient navigation advisor at Toronto's Sunnybrook Health Sciences Centre.

Understanding Health Care in Ontario

<http://www.health.gov.on.ca/en/common/system/>

Information about health care in Ontario from the Ontario Ministry of Health and Long-Term Care. Available in 27 languages.

On talking to your pharmacist:

MedsCheck: Take your medications safely

<http://www.health.gov.on.ca/en/public/programs/drugs/medscheck/>

Information from the Ontario Ministry of Health and Long-Term Care about MedsCheck, a program that allows patients to schedule a 30 minute one-on-one consultation with a pharmacist.

Pharmacists offer more than just pills

<http://pharmacistsoffermore.ca/>

A description of the services that pharmacists provide beyond filling prescriptions.

What to ask your pharmacist

<https://www.opatoday.com/tips-and-common-questions/questions-to-ask-your-pharmacist>

Information and advice from the Ontario Pharmacists Association on talking to your pharmacists about prescriptions.

On talking to your doctor:

Talking to Your Doctor

<http://www.nih.gov/clearcommunication/talktoyourdoctor.htm>

Videos and additional resources on preparing for a doctor's visit, becoming more comfortable discussing health issues with health care professionals, and making sense of diagnosis and treatment.

Tips for talking with the doctor

<http://www.valrc.org/toolkit/docs/6-3TalkingWithDoctor.pdf>

Fifteen tips for doctor's appointments, including how to be comfortable and get the information you need from your doctor.

On patient rights in Ontario:

Health Care Consent Act

<http://www.ontario.ca/laws/statute/96h02>

Home Care and Community Services Act

<http://www.ontario.ca/laws/statute/94l26>

Mental Health Act

<http://www.ontario.ca/laws/statute/90m07>

Personal Health Information Protection Act

<http://www.ontario.ca/laws/statute/04p03>

Your Health Privacy Rights in Ontario

<https://www.ipc.on.ca/health/your-health-privacy-rights-in-ontario/>

Tommy Douglas Act (Patients' Bill of Rights)

http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=207&ParlSessionID=38:1&isCurrent=false

On Telehealth and accessing health services and advice online:

Calling Telehealth Ontario: How and When to Phone This Free Health Service

<http://toronto.about.com/od/health/qt/telehealthontar.htm>

Tips for preparing to call Telehealth Ontario.

Get Medical Advice: Telehealth Ontario

<http://www.ontario.ca/page/get-medical-advice-telehealth-ontario>

Information from the Government of Ontario about how Telehealth works.

Ontario Telemedicine Network

<https://otn.ca>

Information about how telemedicine works. Includes the option to videoconference with a health care professional.

More on Telehealth and accessing health services and advice online:

Telemedicine: Patient Information Sheet

http://www.cpso.on.ca/CPSO/media/documents/Policies/Policy-Items/Telemedicine_InfoSheetFAQs.pdf

A list of questions and answers about telemedicine.

Resources for teaching health literacy:

The Calgary Charter on Health Literacy: Rationale and Core Principles for the Development of Health Literacy Curricula

http://www.centreforliteracy.qc.ca/sites/default/files/CFL_Calgary_Charter_2011.pdf

Principles for building curricula to advance health literacy education.

El Paso Collaborative Health Literacy Curriculum

<http://www.healthliteracy.worlded.org/docs/elpaso/>

Lessons on many health literacy topics.

Family Health and Literacy

<http://www.healthliteracy.worlded.org/docs/family/curricula.html>

Lessons and activities for many health literacy topics.

Health Literacy Out Loud

<http://www.healthliteracyoutloud.com/category/podcasts/>

Podcasts interviews on health literacy and how to teach it effectively.

How to Create a Pill Card

<http://www.ahrq.gov/patients-consumers/diagnosis-treatment/treatments/pillcard/index.html>

Step-by-step instructions from the U.S. Department of Health & Human Services on keeping track of your medication with a pill card.

It's Safe to Ask

<http://www.safetoask.ca/>

A multilingual program from the Manitoba Institute of Patient Safety that encourages patients to ask questions of their health care providers.

LaRue Medical Literacy Exercises

<http://www.mcedservices.com/medex/medex.htm>

Activities in English, Arabic, Spanish, Somali and Hmong for practicing reading-related health tasks.

LINCS Health Literacy Special Collection

<http://www.healthliteracy.worlded.org/lessons/index.htm>

Five classroom-tested health literacy lessons for English as a second language (ESL) students.

More resources for teaching health literacy:

Liquid Medicines: Taking the Right Dose

<http://www.healthliteracy.worlded.org/doses/index.htm>

An activity about measuring liquid medicine.

Picture Stories for Adult ESL Health Literacy

http://www.cal.org/caela/esl_resources/Health/healthindex.html

Picture stories to help learners become more comfortable talking about health concerns or accessing health care services.

Reading Medicine Labels

<http://www.tv411.org/reading/understanding-what-you-read/reading-medicine-labels>

Online lesson on reading and understanding medicine labels, including vocabulary for describing symptoms, dosages and drugs.

Virginia Adult ESOL Health Literacy Toolkit

<http://www.valrc.org/toolkit/intro.html>

Information, resources and case studies on health literacy for English as a second language (ESL) students and other communities.

What a Friend Can Do for You

<http://www.healthliteracy.worlded.org/heal/friends/index.html>

A photonovel about two friends who support each other during a hospital visit.

Further reading:

Empowerment Health Education in Adult Literacy: A Guide for Public Health and Adult Literacy Practitioners, Policy Makers and Funders

<http://files.eric.ed.gov/fulltext/ED425342.pdf>

Report on a ground-breaking health literacy program in the 1990s that trained basic skills students in a literacy/English for speakers of other languages (ESOL) program how to become health advocates in their communities.

An inter-sectoral approach for improving health literacy for Canadians

http://www.cpha.ca/uploads/portals/h-l/intersectoral_e.pdf

A framework for action to improve health literacy at the national, provincial/territorial and local levels.