

Welcome to FindHealth.ca

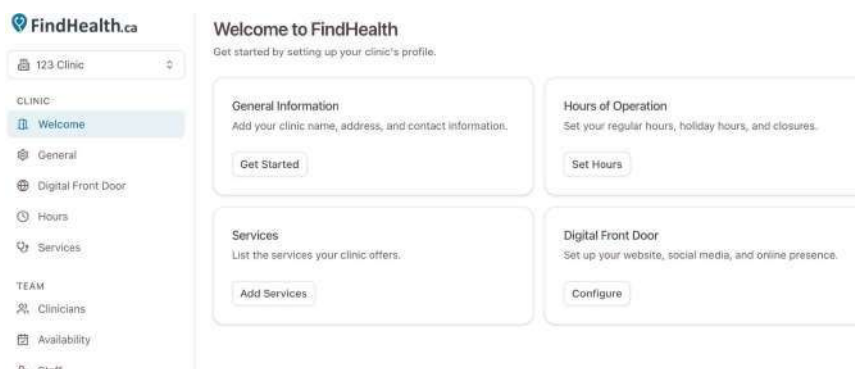
A 15-minute setup guide for clinicians and clinic staff of the Scarborough Ontario Health Team

Need help at any point? For setup and technical support, email team@empower.ca — we can even set up your profile with you over a quick call. For questions about the program, contact your Scarborough OHT team at ScarboroughOHT@shn.ca.

What is FindHealth.ca?

FindHealth.ca is the Scarborough OHT's shared primary care directory — **one place** where your clinic's information lives and stays current. Your OHT, referring colleagues, and patients all rely on it to know who you are, where you are, when you're open, and whether you're taking new patients. Much of your clinic's public information is already in the directory — signing up lets you verify it and take control of what's shown.

Instead of answering the same questions by phone and fax, you update your profile once — and everyone who needs the answer already has it. The platform is provided at no cost to clinicians, supported by the Scarborough OHT.



Why it matters to your clinic

- **Fewer interruptions.** Accurate public hours, services, and booking links mean fewer calls to your front desk.
- **New patients that fit your practice.** You define exactly who you can take on — how many patients, ages, languages, clinical needs — and attachment programs match patients to you accordingly.
- **Better referrals, both ways.** Colleagues across Scarborough can see your services and availability, and you can see theirs.
- **Resources to help you succeed.** Tell the Scarborough OHT what extra resources your practice needs — right in the portal — so it can direct staffing, tools, and support your way.

"[Placeholder — quote from a Scarborough physician about their experience: how quick setup was, or a benefit they noticed.]"

— Dr. [Name], Family Physician, Scarborough

Your privacy, your control

The platform was designed with the feedback and oversight of primary care physicians, and privacy is built into every part of it. **You select who sees what.** Every piece of information you share has its own privacy level — visible to the public, to colleagues, to your Primary Care Network only, or kept private.

For example, you can show your new-patient availability to referring colleagues while keeping it off the public site entirely. Nothing is shared more widely than you choose, and you can change these settings at any time.

How the Scarborough OHT supports you

This is a two-way relationship: the better the OHT understands your practice, the better it can support you — and it has resources available to do exactly that.

- **Tell the OHT what you need.** The **OHT Resources** section of the portal lets you report your practice's current gaps — staffing, tools, or other supports — so the OHT can respond with targeted help rather than guesswork. You'll do this in Step 5 below.
- **Offload attachment work.** Central OHT staff can connect patients to your practice and, as booking rolls out, schedule meet-and-greet appointments directly — based on the preferences you set — reducing the load on your front desk.
- **Hands-on onboarding help.** Support is available by email or over a call to get your profile set up — you never have to figure it out alone.

Set up your profile in about 15 minutes

Tip: *a clinic administrator can create an account and complete all of this on behalf of the clinicians in the practice — no clinician time required. Everything works from any computer or mobile device.*

All you'll need: your email address, your college (CPSO) number, and your clinic's basic details.



Scan to sign up

1. Create your account ~3 min

Go to scarborough.findhealth.ca, click **Create an Account**, and verify your email. Choose your role, then search for your clinic (or add it if it isn't listed).

2. Confirm your clinic's information ~4 min

In **General** and **Hours**, check your address, phone number, and hours of operation, and set the **Accepting New Patients** toggle. Click **Save**.

3. Set your new-patient preferences ~4 min

In **Availability** (under **TEAM**), click **Add Record** to describe who you can take on and how many — and set the privacy level for who can see it (public, colleagues, or your network only).

4. Add your booking and website links ~2 min

In **Digital Front Door**, add your website and online appointment booking links so patients and OHT staff book directly into your existing system.

5. Tell the OHT what you need to succeed ~2 min

In **OHT Resources** (under **ACCOUNT**), report the extra support your practice needs — medical assistants, nurses, dietitians, social workers, and more. **For the Scarborough OHT, this is the most important part:** the OHT participates in multiple programs and grants, and your answers help direct that support to your practice.

That's it. After setup, you only need to return when something changes — your hours, your contact details, or your ability to take new patients. Your profile shows a “Last Updated” date so colleagues and patients know your information is reliable — and clinicians who keep their information current are entered into a rewards draw every 8 weeks.

Want to do more?

The portal can also list your services, share clinic photos, set holiday hours, and add staff with their own permissions — the full **FindHealth.ca User Guide** walks through every screen step by step.

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