



## Welcome to *The Pulse*!

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[OHTsupport@burlingtonoht.ca](mailto:OHTsupport@burlingtonoht.ca)

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Burlington Ontario Health Team



Burlington Ontario Health Team

The Burlington Ontario Health Team (BOHT) is delighted to introduce its new digital newsletter. Each quarter, *The Pulse* will provide information about local health and social services for you - whether you are a patient, caregiver, or just want to stay aware of resources to stay healthy.

## Helping Patients and Caregivers Navigate Local Healthcare

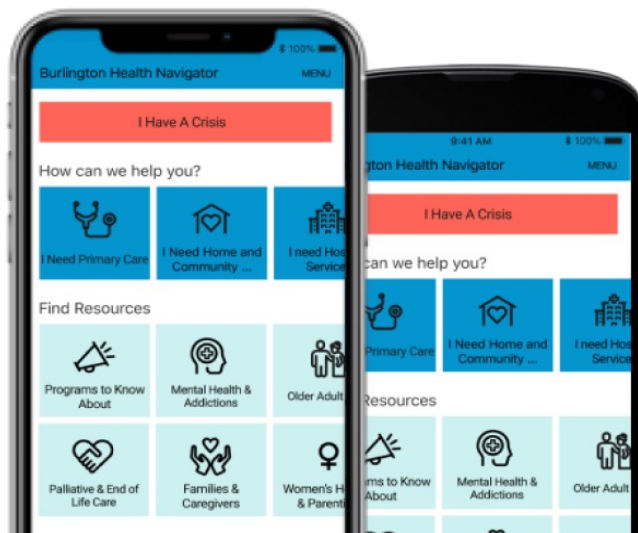
For many patients and caregivers, navigating the healthcare system can be a challenge to find the information and care providers that you need.

To help you find helpful resources, numerous tools and initiatives have been developed by the BOHT in collaboration with its [members](#), community partners, and patient advisors. We're pleased to share a few here and encourage you to explore the [Burlington OHT website](#) for further details.

# Local Healthcare and Social Service Resources are Just a Click Away!

The **Burlington Health Navigator app** and website provide easy access to help you find a family doctor as well as a broad range of local services and resources. Check it out for current resources on:

- Crisis care
  - Hospital care
  - Mental Health and Addictions support
  - Community care
  - Social Connections
  - Palliative care
  - LGBTQ2S+ community
  - Chronic disease management
  - Families and caregivers
  - Women's health
  - Home care
  - Parenting
  - Health811
- ... And so much more!



From day one, the **Navigator** tools were developed through an extensive design process that included involvement by **Chloe Gallagher** and **Kristy Dickinson**, Patient, Family, Caregiver Advisors and System Navigator, **Maria DiDanieli**. They provided an essential patient perspective through the development and testing process to ensure the finished product would provide practical information and easy access for residents. Their tremendous input helped make **Navigator** a great tool that you'll want to keep handy.



Kristy Dickinson and Chloe Gallagher

Patient, Family, Caregiver Advisors

## Accessing Navigator is easy.

Visit the [Burlington Health Navigator](#) on the BOHT website, or scan a QR code to download the app.



## How System Navigation Supports Local Patients and Caregivers

**System Navigators** are professionals from health and social service organizations throughout Halton Region and Hamilton who are dedicated to helping patients, families, and caregivers access the healthcare system for the services they need and to experience smooth transitions among different healthcare providers.



Amna Baig and Maria DiDanieli

System Navigators



Abhi Regmi

System Navigation  
Lead, BOHT

Abhi Regmi is the System Navigation Lead at the Burlington OHT where our focus is on our priority populations including older adults and mental health and addictions. It's a true team effort to provide these services with System Navigators, Maria DiDanieli and Amna Baig, as well as program evaluation by Dr. Reham Abdelhalim, Population Health Management and Evaluation Lead with the BOHT.



Dr. Reham Abdelhalim

Population Health  
Management and  
Evaluation Lead, BOHT

The BOHT works to connect residents with local system navigation programs like the **Burlington Health Navigator**, **Virtual Care Library** tablet loaning program, and the System Navigators Community of Practice.

Be sure to check them out!



# System Navigator Community of Practice

Two years ago, a **System Navigator Community of Practice** was started as a way for participants to connect and learn from each other. In September, that group had an opportunity to meet in person for the first time. More than **50 System Navigators** discussed how to best support their patient clients, enhance their knowledge and navigation practices.

Presentations were made by **Tiffany Dorman**, Supervisor of Housing Stability with Halton Region who spoke about addressing home insecurity issues in our community, and **Hanadi Al-Masri**, Director of Business Development with the Halton Multicultural Council and BOHT Patient Advisor spoke about the healthcare needs of immigrants and other new members to the Burlington community. Case study discussions highlighted the importance of collaboration among organizations to provide a full circle of care.



Tiffany Dorman

Supervisor of  
Housing Stability  
with Halton Region



Hanadi Al-Masri

Director of Business  
Development with the  
Halton Multicultural Council  
and BOHT Patient Advisor

## Patient referrals to System Navigators are made by healthcare providers.

For assistance, please speak with your care provider or call the intake line at **289-208-9619**.

More information is available [here](#).

Inquiries about the **System Navigator Community of Practice** may be directed to **Abhi Regmi**, Project Manager and System Navigation Lead at [aregmi@burlingtonoht.ca](mailto:aregmi@burlingtonoht.ca).

— “  
*I loved the moments when my co-worker and I would hear information and immediately look at each other knowing that piece of information could help a specific client.*  
” —

Feedback from a System Navigator

System Navigator  
Community of Practice  
Event, September 2023

