

Mississauga Ontario Health Team (MOHT)

Summary of Primary Care Communications Protocol

The Mississauga OHT seeks to enhance the engagement that already exists with primary care partners in the community. The following communications protocol highlights the strategies to help achieve this.

The MOHT will use regular channels of communication with primary care partners, including:

- MOHT Primary Care Working Group
- Engagement in minor acute work stream projects
- Engagement in MOHT Clinical Council (once formed)
- Involvement in partner meetings and other relevant MOHT tables
- Presentations and education sessions on topics of interest at Primary Care Network (PCN) meetings
- Regular emails through PCN and Ontario Health Central mailing lists
- A section on the MOHT website dedicated to primary care initiatives
- Exploration of opportunities to leverage digital technologies for physician collaboration

The PCN has already developed the [physician welcome wagon](#), providing practice resources available in Mississauga and a buddy system to support new physicians. The MOHT, will support the distribution and ongoing update of this resource.

In addition, the MOHT commits to the following:

- Being flexible in the timing of meetings and allowing for the participation of key physician leaders.
- Considering the need to provide after-hours coverage and, in collaboration with the PCN, continuing to schedule meetings after 8 p.m. to allow for maximum participation.
- Respecting privacy and confidentiality by limiting the use of email addresses only for MOHT communications and not sharing this information with partners.
- Focusing on key topics that will improve the work of primary care providers as well as the patient experience.
- Leveraging pre-existing infrastructure such as the Trillium Health Partners (THP) Department of Family Medicine rounds for continuing medical education (CME) and THP Division of Primary Care business meeting so participants can share and amplify messages among all primary care physicians in Mississauga.

The MOHT is committed to ensuring that we remain agile in our operations and adapt the modes of communication used with primary care partners as needs shift and change. In order to ensure that we are meeting the needs of our partners and remaining responsive, working closely with the PCN we will seek feedback on the effectiveness of communication strategies on an ongoing basis.