

## **Welcome to the SIS Clinic**

**Special Immunology Services Clinic**  
at McMaster University Medical Centre

---

This booklet has information about our services, members of the health care team and what to expect when you visit the clinic. The SIS Clinic provides care to individuals who have HIV as well as those who have both HIV and Hepatitis C. We provide care for individuals living throughout south-central Ontario.

<b>Clinic hours:</b>	Monday to Friday 8:00 am to 4:00 pm
<b>Phone:</b>	905-521-5075
<b>Fax:</b>	905-521-8675
<b>Location:</b>	McMaster University Medical Centre Room 1S1 Level 1, Yellow section, turn left off the elevators
<b>Mailing address:</b>	McMaster University Medical Centre 1200 Main Street West Room 1S1 Hamilton, Ontario L8N 3Z5

---

## The Health Care Team

At the SIS Clinic we encourage you to be actively involved in your health care. The team of specialists work together with you to provide the care you need.

The team includes:

- you
- doctors who are specialists in infectious diseases
- a pediatrician who treats infants, children and adolescents
- clinical manager and clinical leader
- nurses
- social workers
- pharmacist
- business clerk
- researchers
- learners (such as students and residents)

### Doctors who are HIV Specialists:

Dr. P. El-Helou

Dr. S. Haider

Dr. S. Seigel (pediatrician)

Dr. F. Smail

Dr. M. Smieja

Dr. K. Woodward

### Clinical Manager:

Responsible for the operation of the clinic. Provides support to the clinical leader and the team.

### Clinical Leader:

Supports front line staff and promotes quality health care within the SIS Clinic. The clinical leader also develops, coordinates and maintains relationships with our community partners.

---

**Nurses:**

Your nurses are here to listen to your concerns. They work closely with all members of the health care team to make sure that your health and well being are protected.

Nurses will:

- See you during your first clinic visit and at every follow up visit.
- Provide telephone support if you have questions and/or concerns.
- Give immunizations and medications as needed.

**Social Workers:**

Your social workers work closely with the team and provide a range of services that include:

1. Counselling: including, but not limited to, alcohol and drug use challenges, living with chronic diseases, HIV disclosure, and healthy relationships.
  2. Referrals and collaboration with: community agencies and resources such as housing, support, income and social recreational opportunities.
  3. Help with complex programs and systems such as Canada Pension Plan, Ontario Disability Support Program, Ontario Works, private insurance and the Trillium Drug Program.
-

**Pharmacist:**

Your pharmacist is an expert in medications related to HIV and Hepatitis C. The pharmacist is a resource to clinic staff, health care providers and patients. The pharmacist works with you to help you understand your medications.

Our pharmacist will help to make sure you:

- Take your medications correctly.
- Get the most out of all the medications you take.
- Know about and can help manage side effects related to the medications.
- Understand that some medications do not mix well with other drugs or certain foods.

There are times when it may be difficult to get the medications you need. The pharmacist will try his/her best to help you access these medications.

The pharmacist is available by phone, appointment or during your clinic visit.

**Research Team:**

Research is important to our understanding of treatment and care for HIV and HIV/Hepatitis C co-infections. Our research team works closely with the health care team at the SIS Clinic.

The research team makes sure that the research done follows ethical and government rules. The team makes sure that the research is a part of the patient care and health service we provide.

---

## **Business Clerk:**

Your business clerk supports patients, their families and the health care team.

The business clerk is:

- The person who will greet you when you arrive at the clinic.
- The person who answers the phone when you call the clinic.

## **What to expect at the Clinic**

### **Before your first visit**

If you are interested in an appointment for yourself we will need the following information before your first visit:

- Positive HIV test result – required
  - Most recent CD4 and HIV viral load result – if available
  - Genotype – if available
  - Hepatitis C genotype and HCV RNA – if applicable
  - Medication list
  - Consult notes – if available
  - Other test results such as urine, x-ray – if available
  - Proof of health insurance coverage such as OHIP (Ontario Health Insurance Plan), IFH (Interim Federal Health) and/or UHIP (University Health Insurance Plan).
-

**Visiting the Clinic:**

For each clinic visit, please bring your:

1. OHIP/IFH/UHIP card
2. All medications – prescription and non-prescription, including items such as vitamins/herbals, inhalers and creams
3. Personal information: your address and phone number will be confirmed or updated at each visit.

**Your first visit:**

The first visit will take about 2 to 3 hours. During this visit you will:

- meet with a nurse to talk about your health history, medications, and concerns.
- meet with a social worker to talk about how you are feeling, income and drug coverage.
- have lab work done.

**Your second visit:**

During this visit you will meet with one of the doctors and team members. This visit is usually within a month of the first visit.

**Follow up visits:**

Follow up visits will be booked as needed and recommended by the SIS Clinic team.

---

## Your Privacy

The SIS Clinic is committed to protecting the privacy of your personal health information by upholding the Personal Health Information Protection Act 2004 (PHIPA).

### If you have questions or concerns about your privacy:

- refer to the information available in the SIS Clinic
- speak to your health care provider or contact:

#### **The Chief Privacy Officer**

Hamilton Health Sciences

Chedoke Site

Phone: 905-521-2100, ext. 75122

E-mail: [privacy@hhsc.ca](mailto:privacy@hhsc.ca)

## Patient Experience

At Hamilton Health Sciences we welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the **Office of Patient Experience at 905-521-2100, ext. 75240.**

## Questions or concerns?

If you have questions or concerns, phones are answered between 8:30 am and 3:30 pm, Monday to Friday.

If you are experiencing a health emergency, regardless of whether it is related to HIV, call 911.

There are four emergency departments in the Hamilton Region, open 24 hours a day, 7 days a week

1. Juravinski Hospital and Cancer Centre,  
711 Concession Street, Hamilton
2. Hamilton General Hospital  
237 Barton Street East, Hamilton
3. St. Joseph's Healthcare Hamilton  
50 Charlton Avenue West, Hamilton
4. McMaster Children's Hospital (for children 17 years and under only)  
1200 Main Street West, Hamilton

There are two Urgent Care Centres when you are not sick enough to visit an emergency department:

1. Main Street West Urgent Care Centre (UCC)  
690 Main Street West, Hamilton  
Phone: 905-521-2100, ext. 72000
2. St. Joseph's Healthcare Centre for Ambulatory Care  
2757 King Street East, Hamilton  
Phone: 905-573-7777

Telehealth Ontario Toll free: 1-866-797-0000
---