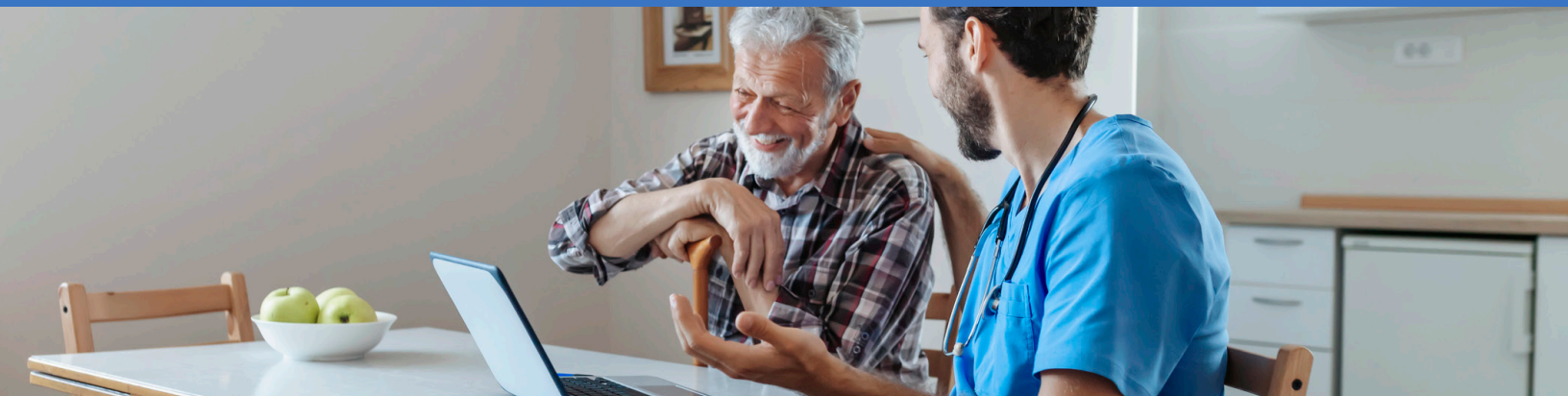


# thehealthline.ca | Ontario's Digital System Navigation Tool

## Trusted, comprehensive, free

With 47,000 detailed records for home, community, primary, acute and long-term care services all across Ontario, thehealthline.ca is the first destination for people finding the care they need. It's supported by standards and processes that deliver the most up-to-date, detailed and accurate information where and when it's needed. Best of all, this authoritative resource is free to use.



## How it works

- Multiple ways to find the information you need:
  - Find the topic or service you need through the search bar or using the 'find services near me' feature
  - Navigate to a service through any of the 400+ categories (like 'rehabilitative care')
  - Browse services by priority population (like 'seniors')
- Build your own custom care partners list using the 'clipboard' function and printing or emailing the resulting file
- Manage your own service records
  - Change information like phone numbers, addresses and services offered
  - Upload documents like referral forms, guides and even videos and attach them to your record
- Connect patients and clients to local events using the 'events calendar'
- Post and respond to health sector jobs using the 'careers' feature
- Suggest an update to a service record

## Who uses it

With 8.5 million site visits a year, thehealthline.ca is the principal provincial online system navigation tool, providing wayfinding for the patient journey. Patients, families and caregivers search it directly. Health care providers, system navigators, care coordinators and discharge planners use it to connect patients to needed services along the continuum of care. And the system also powers other digital tools like:

- The Ontario government's Health Care Options
- The GTA Rehab Network's Rehab Finder tool
- Behavioural Supports Ontario's program locator



## Robust information management

Rigorous processes ensure the accuracy and currency of all the information contained in the service directory. All information is validated and refreshed regularly to make sure services are accurately described and up to date and that supporting information is correct. Strong data quality standards and clear inclusion criteria ensure that services are relevant to users. And because patients need clear and simple information in order to make the best health care decisions, we work hard to deliver plain language descriptions.

## How thehealthline.ca can help you

Start using thehealthline.ca now to empower your patients and your health care teams. In addition to the core tool, available free to all, we also offer powerful custom solutions to present information in a way that's useful and usable to your priority populations and your unique needs, either as standalone sites or integrated into your existing digital presence. Contact us to learn more.

## Contact

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# THL INFORMATION NETWORK