

FAMILY MEDICINE/URBAN FAMILY HEALTH TEAM – SEPTEMBER 2020 UPDATE

Hello from all of us at Family Medicine/UFHT! We hope you and your loved ones are remaining healthy; we know that this summer has been anything but ordinary as we continue to adjust to the new realities brought forward by COVID-19. The arrival of the Fall season will now require families with young and school aged children, those of you returning to University for on-line courses or those of you who have limited your outings over the past several months to continue to adapt to many new routines. This as we all continue to remain vigilant in keeping our community safe by staying at home, wearing masks when in public indoor settings and continuing to practice social distancing wherever our daily activities bring us. Our team is committed to remain responsive to you and your families' health needs while minimizing the risk and exposure for our patients and staff. Here is an update on what to expect as of this September:

Call ahead to book an appointment:

Please remember that you must make an appointment before visiting a clinic. For everyone's safety, NO walk-ins are permitted at this time. If you arrive at one of our sites without an appointment, you will be asked to book an appointment.

Virtual Care:

We continue to offer telephone and/or video visits to attend to your immediate health needs. When you have a telephone or video appointment, our health care providers will call/connect with you as close as possible to the time of your scheduled appointment. It is very important that we have your current phone number on file.

To ensure that your virtual appointment takes place, please NOTE this important information:



- Calls from our health providers may display as "no caller ID" or "private" on your phone display.
- The providers will make two attempts until they reach you for your scheduled appointment.
- Please make sure that your telephone accepts all incoming calls and does not have the blocking unknown calls or call without caller ID feature in place.
- Please ensure that you are not driving during this appointment, even if you are using a hands-free mobile, to ensure the safety of yourself and your passengers as well as others on the road.


- You need to be physically located in Ontario at the time of your virtual appointment

In-person Visits/Care:







We are continuing to gradually increase the number of in-person appointments at our 30Q hospital site during the day and evenings clinics. This includes preventative care visits, well child/baby/adolescent visits, diabetic visits and pre-natal visits (*including patients scheduled for a T-CUP prenatal visit with Dr. Ordean*). Since we are limiting the number of patients in the clinics, it is extremely important that you attend your in-person appointment; please remember that a missed appointment or failure to advise of cancellations 24hrs in advance of your appointment may result in a \$40 charge. If you think that you need an in person appointment, please call us to book a telephone or video visit first to discuss your concern(s).


If you come to an In-person appointment:


St Joe's is actively screening any person(s) entering the hospital for potential risk of COVID-19 to ensure the safety and well-being of our people and patients. You may use either the East Entrance or the Tranquility entrance to come to your in-person appointment in Family Medicine. All patients and their family/support persons (visitors) must pass the screening criteria at the entrance before being allowed in the hospital.





Do you have any of the following:

-  Fever
-  Cough
-  Shortness of breath
-  Sore throat
-  Runny nose
-  Feeling unwell

 Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

 Have you returned from travel outside Canada in the past 14 days?

 If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider.

TORONTO.CA/COVID19 

Patients under the age of 16 and/or requiring support are limited to one essential designated parent, guardian or support person. While you are anywhere in the hospital, you (and your support person) will have to:

- 1) Make sure you are wearing a mask covering your nose and mouth
- 2) Use the hand sanitizer dispensers or wash your hands and
- 3) Keep a minimum of 6 feet or 2 m physical distance from others

To help keep everyone safe and to adhere to the occupancy limit of our waiting room, we ask that you do your best to arrive no earlier than 15 mins before your scheduled appointment time. We also ask that once registered you please stay in our waiting area, using the properly identified seats. One of our team members will come to get you whenever ready to see you.

Home Visits:

We are resuming in-person home visits, where essential, for our homebound and frail-elderly patients. A telephone conversation will take place first. This again ensures adherence to required public health measures, including COVID-19 symptom screening of patients and physicians.

Mindful Eating Group

The mindful eating group is back, virtually! Join *our social worker* Chloe & *our registered dietitian* Melissa from the comfort of your home in learning strategies to become more mindful, in particular with your dietary choices, to aide with emotional, stress & boredom eating which has become more prevalent during the pandemic. If you are interested, please call us at 416-530-680 for details.

Needing Info on COVID-19?

Please note that Toronto Public Health continues to be your best resource regarding any COVID-19 concerns or questions. Their frequently updated website can be accessed at <https://www.toronto.ca/home/covid-19/>. Their phone number is 416-338-7600. You can also consult our website at <https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/>

Help Team Family Medicine raise funds for St. Joseph's Health Centre!

- Click on this link to donate: <https://cutt.ly/Ffx6eCM>



Photo taken September 2019

We Are Here For You!

Should you have any questions or concerns about your health, please call us at 416-530-6860 Monday to Friday from 9:00 to 17:00hrs.

Here's to a healthy Fall season for all!

St Joe's Family Medicine/Urban Family Health Team

