



## In this newsletter:

- [Booking Appointments](#)
- [COVID-Screening](#)
- [Managing Flu-Like Symptoms](#)
- [Back to School](#)
- [Virtual Programs](#)

### BOOKING APPOINTMENTS:

**NEW PROCESS:** As of **September 1, 2020**, you will be able to book an appointment with your provider directly on our [website](#).  
**For urgent appointments, call 416-603-5888.**

We will continue to offer both in-person visits and virtual (phone or video) appointments. Please provide 24 hours' notice for cancellation to avoid getting billed with a fee.

**COVID-19 Testing:** Please **DO NOT** book an appointment to be tested for COVID, as this is not routinely offered at the clinic. Please go to a [COVID-assessment center](#) first.

**Respiratory Symptoms:** To help protect other patients and providers, please do not come into the clinic if you are experiencing symptoms of cold/flu/respiratory illness unless directed by a nurse or physician.

If experiencing symptoms, please arrange a **phone appointment first**.



## SECURE MESSAGING UPDATE:

We are NO LONGER using the secure messaging system to book appointments and respond to your questions about symptoms. This was a temporary service when the pandemic was announced. Please use secure messaging to send photos or documents **only**. Novari will no longer be used.

**WE ARE ACCEPTING NEW PATIENTS** who live within this catchment area:



Let your family members or neighbours know if they are looking for a family doctor.

They can register on our website, or call us at **416-603-5888, ext.**

**You will be screened for COVID-19 when you visit the clinic. See below for the screening process:**



**Wash your hands.  
Put on a mask.  
Wash your hands again.**












Please answer the following questions to help us to prevent the spread of infections.

**You have 2 options for entrance screening:**

**Option 1: Speak with the entrance screener**

You will be asked about any symptoms, travel, or close contact with COVID-19.

**Do you have?**

 A fever?	 Chills?	 Headache?	 Eye pain or pink eye (conjunctivitis)?	 Decrease or loss of sense of smell or taste?	 A runny or stuffy nose without another cause?
 A sore throat? Difficulty swallowing?	 Difficulty breathing? Shortness of breath?	 New or worsening cough?	 Nausea/vomiting, diarrhea, stomach pain?	 Unexplained fatigue, malaise or muscle aches?	

Yes  No

Did you have close contact with anyone who had an acute respiratory illness?





Have you travelled outside of Canada in the past 14 days?

Did you have a confirmed case of COVID-19 or were you in close contact with someone who had COVID-19?

or

**Option 2: Use the online tool [uhnpatientscreen.ca](https://uhnpatientscreen.ca)**

- 1 Open the web browser on your mobile device (Safari, Chrome, Firefox) or use your phone's camera to scan the QR code within **2 hours** of your appointment time
- 2 Go to [uhnpatientscreen.ca](https://uhnpatientscreen.ca)
- 3 Click "Begin" and answer the questions
- 4 Show the final page to the entrance screener:

No personal information is collected or stored by [uhnpatientscreen.ca](https://uhnpatientscreen.ca).



## **Feeling Under the Weather?**

Here are some tips to manage the most common flu-like symptoms:

### **Common flu like symptoms:**

Cough	Body Aches
Sneezing	Fever
Congestion	Sore Throat
Headache	Fatigue

### **How to Manage at Home:**

- **Rest** to allow your body to heal and give you energy
- **Tylenol** (acetaminophen) to help control fever and relieve headache and body aches. Take every 4-6 hours.
- Stay well **hydrated**. Drink as much water as possible. Also, try drinking warm water or have soup if you have a sore throat/congestion
- Use **humidifier** to help clear nasal cavity. Will also help with cough
- **Nasal rinse** to help relieve congestion and cough
- **Warm compress** on head for headache
- **Lozenges** to help with sore throat, cough and congestion
- If you want to get tested for COVID-19, please visit a [COVID Assessment Centre](#)

### **When to Call the Clinic:**

- If you have tried all of the suggestions above but still feel unwell or symptoms get more severe after 72 hours.
- **Please go to a COVID-assessment center before calling the clinic**

### **When to go to the Emergency:**

- Fever is  $\geq 39.5$  degrees Celsius and is not controlled by **Tylenol**
- Unable to tolerate water and/or no urine output in  $> 12$  hours.
- Experiencing chest pain.
- Feeling short of breath, especially when resting.

Reminder to visit the COVID-19 section on our [website](#) for more information about the pandemic.





## **Back to School:**

Many of us are experiencing a wide range of emotions and questions as we prepare for the return of school in September. Access to accurate information and resources for wellbeing are so important during this stressful time.

Here are some resources to consider:

### [What to Expect as Schools Re-open](#)

Government of Ontario

### [TDSB Mental Health and Wellbeing Resources](#)

### [What's Up Walk-In](#)

Free virtual mental health counseling for children, youth, young adults and parents/families  
To connect to a counselor, call **1-866-585-6486** Monday-Friday, 9am-7pm.

### [Good2Talk](#)

Confidential support services for post-secondary students in Ontario

### [Wellness Together Canada](#)

Get connected to mental health and substance use support, resources, and counselling with a mental health professional.

# **UHN Monthly Health Talk**

HEALTH TALK:

## **Virtual Visits: Making the Most of Your Phone or Video Appointments**

A free online session for patients, families, staff and community members

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### **Topics**

- What is a virtual visit?
- Tips on how to get the most out of your virtual visits (before, during, and after)
- When virtual visits are helpful and when an in-person appointment may be needed
- Resources to learn more about virtual visits

### **Presenters**

- Jacquelyn Davies  
Occupational Therapist, Neuro Rehab Day Hospital, Toronto Rehab
- Sucheta Heble  
Speech-Language Pathologist, Neuro Rehab Day Hospital, Toronto Rehab
- Karen Sasaki  
Social Worker, Neuro Rehab Day Hospital, Toronto Rehab
- Arjun Vohra  
UHN Patient Guest Speaker



### **Date and time**

Thursday, September 17, 1:00 p.m. – 2:00 p.m.

### **How to participate**

Watch the livestream on [YouTube](#).

Submit your questions on [Slido](#). We will try to answer as many as we can during the question-and-answer period. Please do not include personal details about your health or condition in your questions – this session is for general information only.

**For more information** Email [pfep@uhn.ca](mailto:pfep@uhn.ca) or call 416 603 6290

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[www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca)



## **Virtual Self-Management Programs Fall 2020**

**Choose Health**, supported by the South Riverdale Community Health Centre  
[www.selfmanagementttc.ca](http://www.selfmanagementttc.ca)

### **Chronic Disease Self-Management**

#### **Who is it for?**

Anyone:

- experiencing a long term health condition or illness, and
- their caregivers

#### **What should I expect?**

- Information, practical skills, and exercise to manage the challenges of living with long term health issues
- A supportive peer environment
- To build confidence and motivation

#### **How long is the workshop?**

A 2.5 hour online workshop series for 6 weeks.

#### **Next series:**

**Dates:** Mondays, September 14th to October 26<sup>th</sup>, 2020 (6 sessions)

**Time:** 1:30 - 4 pm

[Click here to register.](#) Registration Deadline: Sept 1<sup>st</sup>, 2020.

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### **Chronic Pain Self-management**

#### **Who is it for?**

If you are:

- experiencing pain lasting longer than 6 months, or
- a caregiver to someone who is experiencing chronic pain

#### **What should I expect?**

- Information, practical skills, and exercise to manage the challenges of living with pain
- A supportive peer environment
- To build confidence and motivation

#### **How long is the workshop?**

A 2.5 hour online workshop series for 6 weeks.



**Next series:**

**Dates:** Mondays, September 14<sup>th</sup> –October 26<sup>th</sup>, 2020 (6 sessions)

**Time:** 10:00am-12:30pm **OR**

**Dates:** Thursdays, September 17<sup>th</sup>-October 22<sup>nd</sup>, 2020 (6 sessions)

**Time:** 10:00am-12:30pm

[Click here to register.](#) Registration Deadline: September 1<sup>st</sup>, 2020

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**Powerful Tools for Caregivers Program**

**Who is it for?**

Anyone caring for a loved one

**What should I expect?**

Learn skills to practice self-care while taking care of a loved one

**How long is the workshop?**

A 1.5 hour long online workshop series for 6 weeks.

**Next series:**

Dates: Tuesdays, September 15<sup>th</sup> to October 20<sup>th</sup>, 2020 (6 sessions)

Time: 10am-12:30pm

[Click here to register](#) Registration Deadline: September 1<sup>st</sup>, 2020

**Contact us**

 Phone: 416 603 5888

 Website: twfht.ca

**Location**

 Garrison Creek Site: 928 St. Clair Avenue West