



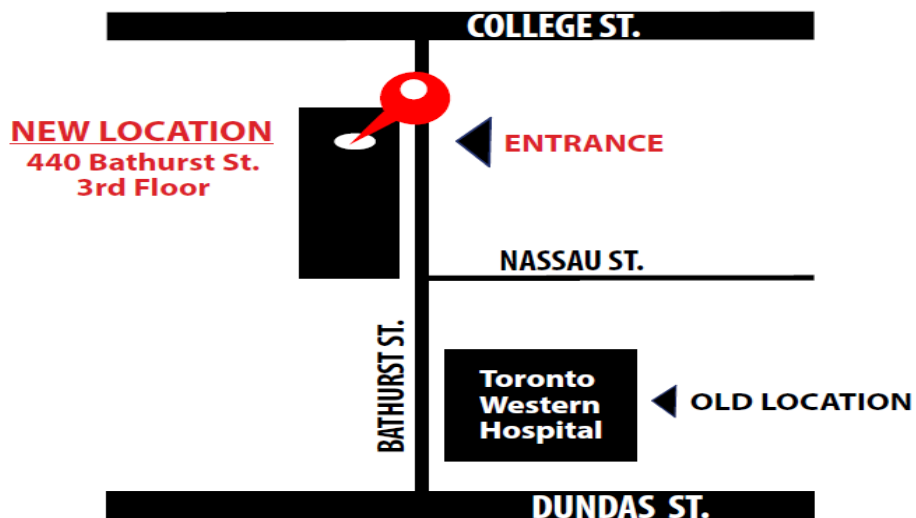
In this newsletter:

- [We Are Moving!](#)
- [What's New](#)
- [Appointment Updates](#)
- [What To Expect at Your First Clinic Visit](#)
- [UHN Monthly Health Talk](#)
- [Back To School](#)

WE ARE MOVING!

We are thrilled to announce that we are moving to a new location at **440 Bathurst Street, 3rd floor**. All in person appointments will be at the new site as of **Wednesday, September 16, 2020**

The phone number will remain the same: **416-603-5888**



To coordinate the move, there will be changes to our hours of operation on September 14th and 15th.

- **Monday, September 14th:**
 - Virtual appointments as scheduled **all day**.
 - **Urgent care walk-in only clinic from 1:30-4pm** at the TWH location (old location).
- **Tuesday, September 15th:** The clinic is fully closed.
- Please leave a voicemail or send a message on our [website](#) for non-urgent requests. We will respond to messages starting Wednesday, September 16th.

WHAT'S NEW:

Online Appointment requests:

- Try the new online chat feature on our [website](#).
 - A receptionist will respond within 2 hours (during normal business hours)
- For urgent appointments, call the TW FHT directly **416-603-5888**



Uploading Documents

Need to share a photo or a document with your provider?

You can now upload documents [here](#)

- Examples: photo of injury or skin lesion, medical insurance form, etc.

Caller ID

When you receive a phone call from our clinic, the caller ID will now be listed as "TW FHT".

Appointment Updates

All of our providers will now be offering **in person OR virtual** (phone, video) appointments, based on your preference and the purpose of appointment.

Video Appointments

We encourage you to try a video appointment! Your health information is secure and protected with our new program. You do not need to download a program or an app. You will simply click on a link that will be sent to you by e-mail, and the video appointment will start.



- Evening in-person appointments will resume September 21st.
- Routine nail-care appointments will resume September 21st. Please note that we are only accepting payment by debit and credit cards. NEW booking option - [online](#).

Cancelling Appointments

- We will be resuming our pre-COVID appointment cancellation policy. You must provide 24 hours' notice prior to cancelling an appointment to avoid being billed a fee. This includes virtual appointments.



COVID-19 & Appointments

COVID-19 Testing: Please **DO NOT** book an appointment to be tested for COVID. Please go to a [COVID-assessment center](#) if you think you should be tested.

If you need to cancel an in-person appointment due to COVID-19 symptoms, please leave a message on the late cancellation line and say it is due to COVID-like symptoms. You will not be charged a fee for last-minute cancellations if you have these symptoms.

Visit the [COVID-19](#) page on our website, for more information and resources about the pandemic.












What to Expect at Your Next Clinic Visit

We are taking all appropriate precautions for your safety when you are at the clinic.

- You will be required to wear a personal face mask at all times - when you enter the building, in the elevator, at the reception desk and in the waiting area
- Please sanitize your hands after exiting the elevator, and after touching any surface during your visit

- If possible, use the self-check-in kiosk
- You will be asked COVID-19 symptom questions at reception and on the self-check in kiosk.

Screening questions:

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 <input type="checkbox"/>			No <input type="checkbox"/>		

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?

- Your provider will wear a mask during your appointment and wash their hands before and after contact with you or your environment
- All exam rooms will be wiped down between patient appointments, and we have enhanced cleaning during the day for all high use touch points

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

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 or call 416 603 6290

www.uhnpatienteducation.ca



Patient Education



UHN
Toronto General
Toronto Western
Toronto Eastern
Toronto St. Paul
Mississauga Institute



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.

We look forward to seeing you at our new location soon!

Contact us



Phone: 416 603 5888



Website: twfht.ca



Bathurst Site: 440 Bathurst Street, 3rd Floor, Toronto M5T 2S6