



## In this newsletter:

- [Clinic Updates & OHIP-Cards](#)
- [COVID-19 Resources](#)
- [Paxlovid](#)
- [Surveys & Patient Resources](#)
- [Black History & Heart Month](#)

### CLINIC UPDATES:

Dr. Rory O’Sullivan has returned to his practice as of February 1<sup>st</sup>, 2022. Dr. O’Sullivan’s patients can book an appointment with him [online](#) or by calling reception at 416-603-5888, option 2.

### OHIP-CARDS:



**IMPORTANT REMINDER:** Please remember to bring your OHIP card with you to every appointment.

During the pandemic, the government temporarily waived the renewal of expired OHIP-cards, however this exemption is coming to an end soon.

**Ontarians have until September 30<sup>th</sup>, 2022 to renew their OHIP-cards.**

It is your responsibility to ensure your health card is valid and not expired. You may be charged for your visit if your card is expired.

**How can I renew my expired or expiring OHIP-card?**

**1. Online:** You can renew your OHIP card [online](#) only if:

- You have a valid driver's license
- Your address has not changed
- You do not require a new photo (new photos required every 10 years).

**2. In-person** at a [Service Ontario location](#).

You will need to bring the following documents with you:

- Your current health card
- Proof of residence in Ontario
- Valid ID (click [here](#) for acceptable documents)

To replace a lost or stolen **unexpired** card, call: **1-800-664-8988**.

If your name or address has changed, however, you will need to replace the lost card in-person at a Service Ontario location.

**COVID-19 RESOURCES:**



Family doctors have come together province-wide to help you make sense of the COVID-19 pandemic.

We encourage you to review the ["Confused about COVID? Family doctors answer your questions" series](#) for trustworthy advice and information.

**PARENTS, HAVE YOU DONE YOUR HOMEWORK?**

It's okay, the medical experts have made it easy! Get up to speed on the children's COVID-19 vaccine at [www.parenthomework.ca](http://www.parenthomework.ca)

## **COVID-19 VACCINES:**

The Toronto Western FHT is no longer running large-scale vaccination clinics, however, we will be running smaller clinics in the near future. Please continue to check our [website](#) for booking information.

If you are unable to book an appointment at our clinic, you can book at one of the [City's vaccination clinics](#).

### **Eligibility Criteria:**

<b>First Dose</b>	<b>Second Dose</b>	<b>Third Dose</b>	<b>Fourth Dose</b>
Ages 5+	Ages 5+  The recommended interval between Dose 1 and 2 is eight weeks	Ages 18+  The recommended interval between Dose 2 and 3 is at least two months	-Individuals in long-term care, retirement homes, or other congregate living settings  -Severely immunocompromised individuals over the age of 18.  Must have received Dose 3 at least 84 days prior to Dose 4.

Click [here](#) for information on eligibility criteria for the fourth dose.

If you book your dose 4 appointment anywhere but at the TW FHT, you must provide/show your prescription of an immunosuppressing medication at the time of the appointment.

We are unable to provide letters confirming your condition at this time.

## **PAXLOVID**

Health Canada recently approved a medicine, Paxlovid (Ritonavir/Nirmatrelvir) that can decrease the risk of hospitalization in high risk individuals who test positive for COVID-19.

Although vaccination is still the best defense against serious illness from COVID-19, some individuals with specific risk factors can still get infected with COVID-19 and may benefit from this medicine.

### **Please see the following to learn more about Paxlovid:**

#### **IF I GET COVID, WILL PAXLOVID WORK FOR ME?**

If you are at high risk for severe health outcomes, then Paxlovid may help you fight the infection and get better faster.

Note: Treatment with Paxlovid must begin within five days of symptom onset to be effective. You must be COVID positive to be eligible for Paxlovid.

#### **The following patients are considered high risk and will be prioritized for this treatment:**

- immunocompromised individuals aged 18 and over regardless of vaccine status
- unvaccinated individuals aged 60 and over
- unvaccinated First Nation, Inuit and Métis individuals aged 50 and over
- unvaccinated individuals aged 50 and over with one or more [risk factors \(PDF\)](#)

#### **High risk individuals include:**

- transplant recipients
- those with active blood cancer or who have received a bone marrow transplant in the last six months
- those with untreated or advanced HIV
- those with any other medical condition that decreases an immune system
- those taking high dose prednisone for more than two weeks, chemotherapy, some medicines for rheumatoid arthritis, crohn's or ulcerative colitis.

## **WHO TO CONTACT IF I THINK I AM ELIGIBLE:**

If you have **tested positive** for COVID-19 and believe you meet the above criteria, please discuss with your health care provider, who may refer you to a COVID Assessment Centre.

## **WHAT HAPPENS IF I QUALIFY FOR PAXLOVID?**

- You can only be given Paxlovid if you have a positive COVID test
- If you qualify, a prescription will either be given to you on site, or sent to a specific pharmacy and you will receive the medicine by courier within 24 hours.
- Given the very limited supplies of Paxlovid, not all patients who meet the clinical eligibility criteria will be guaranteed access to treatment.

## **IF I QUALIFY FOR PAXLOVID, IS THERE ANY REASON IT WOULD NOT BE SAFE FOR ME TO TAKE THIS DRUG?**

If you are taking any of the following medicines, you can not be prescribed Paxlovid safely.

Amiodarone, Bosentan (Tracleer), Clozapine, Dihydroergotamine, Dronedarone, Fentanyl Patch, Flecainide, Lurasidone, Neratinib, Pimozide, Propafenone, Quinidine, Sildenafil/Tadalafil or Vardenafil for Pulmonary Hypertension, Venetoclax

Click [HERE](#) for more information!

## **COMMUNITY SURVEY**

Do you live or work in the Oakwood-Vaughn Neighborhood?

Are you interested in making your community more accessible?

The Oakwood-Vaughn Community Organization is a volunteer-led group that is conducting research on various issues that impact people living in this neighborhood. This data will be used to share recommendations with the City.

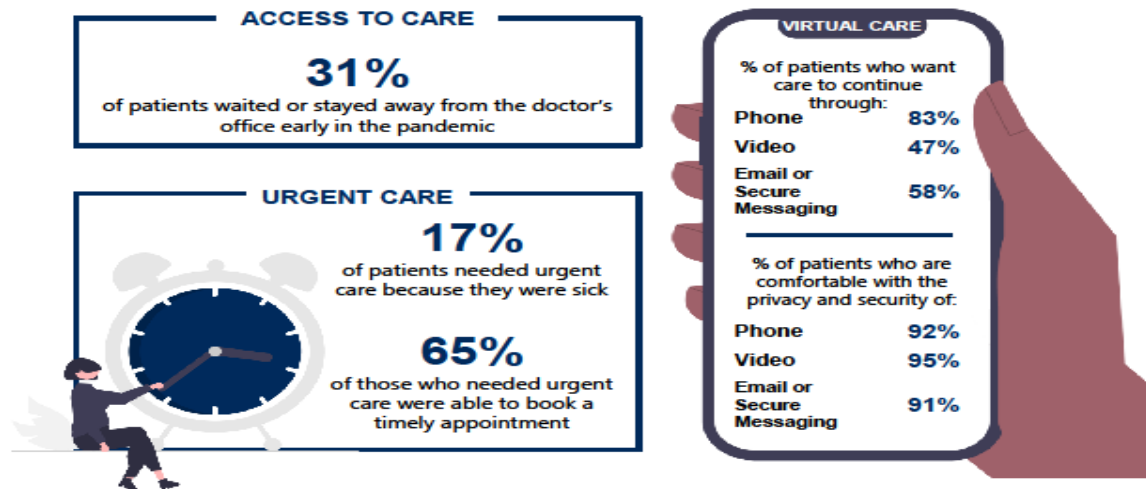
You are invited to complete this short [survey](#)-your feedback is very valuable and appreciated!

# PATIENT EXPERIENCES WITH CARE

Our clinic is taking part in a survey led by the University of Toronto teaching sites for Family Medicine. The survey helps us understand patient care experiences and needs. It is sent to patients every 3-4 months, and we have so far learned from 4 surveys that were sent starting June of 2020. Our clinic doctors meet regularly as a team to discuss the survey results and find ways to provide better care.

## FINDINGS

This is what we learned from you through our first survey done June to September 2020.

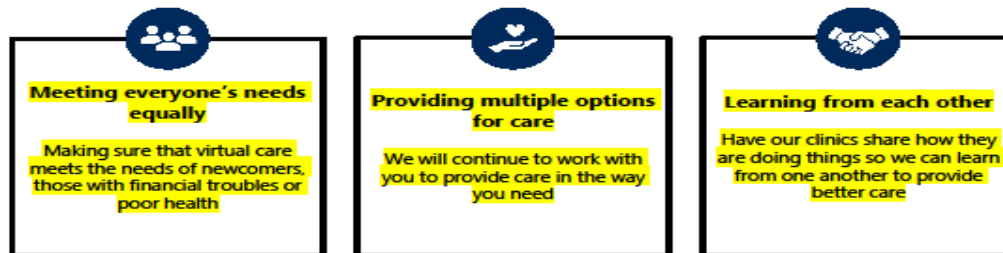


We see patients of different backgrounds at our clinic and ask questions in our survey to learn more about how care affects different groups. **NOT EVERYONE FELT THE SAME WAY** about urgent care, virtual care, and access to care.

Patients who told us they had financial troubles, poor health or were born outside of Canada:

- Were more likely to need urgent care and were less likely to have received it
- Were more likely to note discomfort with the privacy and security of virtual care and less likely to want virtual care to continue to be offered

## WHAT ARE WE WORKING ON BASED ON OUR PATIENT'S ADVICE?



We understand this data does not represent everyone we see at our clinics. This is just one way for us to learn about your needs. Data for the analysis includes results from 7482 patients across 13 teaching clinics that completed the first survey. Keep sharing your ideas with us! If you have never been asked to complete one of the surveys, please make sure we have your email address on file. Your turn will come!

Click [here](#) to learn more.



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



## Preparing for Surgery

### Topics

- Why preparing for surgery is important
- What to prepare before surgery
- Ways to improve your physical and mental well-being before surgery

### Presenters

- **UHN Patient Guest Speakers**
- **Dr. Daniel Santa Mina**, Clinician Investigator, Prehabilitation Program, University Health Network
- **Dr. Ian Randall**, Medical Director, Prehabilitation Program; Anesthesiologist and Critical Care Physician, University Health Network
- **Dr. Sami Chadi**, Surgeon, University Health Network

### Date and time

Thursday,  
February 24, 2022      1:00 p.m. to 2:00 p.m.

### How to participate



Watch the livestream on YouTube. Go to <https://bit.ly/UHNHealthTalk-Feb2022> or use your smartphone's camera or QR code reader app to scan the code.

Submit your questions on Sli.do at <http://sli.do/UHNHealthTalk>.

**To register:** Go to <http://bit.ly/UHNHealthTalk-Register> or call 416 603 6290

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

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

 Approved by Public Affairs  
for posting until: FEB 24 2022



**Patient Education**



**UHN**  
Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab  
McMaster Institute

**Mid-West Toronto  
Ontario Health Team**

# **IN YOUR CORNER**

**HELPING PEOPLE LIVING WITH  
SUBSTANCE USE CONNECT TO SERVICES**



## **FINDING THE CARE YOU NEED**

If you are living with substance use, getting care can be difficult, slow and overwhelming. While many support services exist, it can be unclear how and when to best access them. Often long waitlists make it harder to get care.

The In Your Corner program was created to help take that burden off your shoulders.

Developed by the Mid-West Toronto Ontario Health Team, our caring staff are ready to help you access the support you need.

## **HOW IT WORKS**

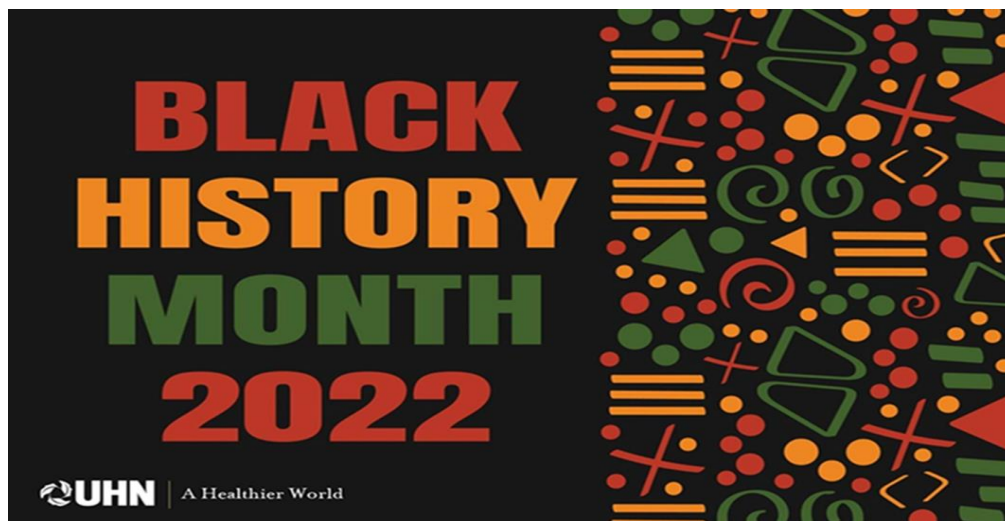
- You or your care provider can call 416-934-8102 24/7 7-days per week
- Translation available upon request
- Women can request the support of a female member of the team
- You'll discuss the path that is right for you
- We will follow-up to help you meet your goals and needs

## **WHO CAN USE THE SERVICE**

The line is open to anyone who lives or receives care in downtown Toronto west and is experiencing mental health challenges and substance use.

**IF YOU ARE IN CRISIS OR EXPERIENCING AN EMERGENCY, CALL 9-1-1**





In February we celebrate Black History Month, an important time to reflect on the experiences and contributions of Black people in areas such as medicine, education, art, culture, economics, human and political rights.

Click [here](#) for a schedule of events in Toronto.



**HER HEART MATTERS**  
WEAR RED CANADA • FEB 13



**#HERHEARTMATTERS**

For more information and resources, visit:  
**WEARREDCANADA.CA**



CANADIAN WOMEN'S  
HEART HEALTH CENTRE



NATIONAL  
ALLIANCE

### February 13<sup>th</sup>: WEAR RED CANADA

Wear Red Canada is celebrated annually across Canada to raise awareness about women's heart health.

### Contact us



Phone: 416 603 5888



Website: [twfht.ca](http://twfht.ca)



### Location

Garrison Creek Site: 928 St. Clair Avenue West