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CLINIC UPDATES:

URGENT CARE CLINIC:

Effective July 2nd, 2022, there will be changes to the urgent care clinic that we run every weekend:

- We are adding a Friday evening clinic from 5-8pm
- Saturday hours are extended, from 9am-3pm (previously 1pm)
- The clinic is for walk-in appointments only. Please do not call ahead to book an appointment.
- This clinic is only for **urgent** healthcare needs of FHT patients. It is NOT a general walk-in clinic.
- Urgent care is for health concerns that cannot wait for the primary care provider the following week. Examples include infections and injuries, new abdominal pain, worsening headache, urgent fever in children under the age of 5.
- Physicals and regular follow up appointments will not be accepted at the urgent care clinic

MASKING REQUIREMENTS:



UHN is continuing its universal masking policy for every person (patients and visitors) coming into any hospital area, including the FHT.

Thank you for understanding our commitment to keep our patients and staff safe.

CHANGES TO BLOODWORK REQUISITIONS

On June 4th, UHN launched a new health information system called EPIC.

Because of this change, any lab results from the blood lab at UHN will no longer appear in the electronic health record that we use here at the FHT. We feel this could be a significant safety issue for our patients and therefore **your provider will NOT be ordering any blood tests at the UHN/Toronto Western lab as of June 4, 2022**, except in rare circumstances.

Instead, your provider will provide you with a **lab requisition for you to use at an outside lab such as Dynacare or LifeLabs.**

We realize that this will be inconvenient for many of you, and we apologize. Unfortunately, this is entirely outside of our control and we anticipate this will be temporary.

Thank you for your understanding.

E-MAILS FROM THE FHT:

A friendly reminder that any e-mails sent by your provider will have **"Toronto Western Family Health Team Bathurst"** listed as the sender. You will not see your provider's name until you click on the e-mail to open it.

For security reasons, you will be asked to type in your date of birth before you can access the content of the e-mail.



Please read all e-mail communication sent by the FHT, as these e-mails contain important information about upcoming appointments, clinic updates, bloodwork requisitions, test results and follow-up instructions.

You may need to check your junk mail folder periodically.

CHANGES TO myUHN:

myUHN is a secure website for UHN patients that lets you see your appointments and access test results, as soon as they are ready.

A new version of myUHN launched on June 4th, 2022.



In previous newsletters, we had reminded you to sign into your myUHN account at least once between April 1st and June 3rd, 2022, to make sure your e-mail and password were transferred to the new patient portal.

If you did not login between April and June, unfortunately you will need to create a new account.

[Click here to register](#)

PATIENT EXPERIENCES WITH CARE

SURVEY FINDINGS: WAVE 5 SUMMARY

The most recent patient experience survey was sent between November 2021 and February 2022 to our patients electronically at 13 of our teaching clinics. We received **the most responses** we've ever received for our wave 5 survey, allowing us to learn from more patients.

WHAT'S NEW

We included new questions in our most recent survey to learn more from you:

1 Booking experience

2 Phone experience

WHAT WE LEARNED



For patients who rated their phone booking experience as fair or poor, the top reasons were:



CARE EXPERIENCE



NEXT STEPS



Based on these survey results, many of our teams are working on reducing wait times on the phone. We recently held [virtual sessions](#) for teams at different clinics to share what they have tried and learn together how we can better access to care.

Click [here](#) to learn more about our survey.

TICKS & LYME DISEASE:

Planning to spend time in the wooded areas this summer?



Tick populations are expanding in Canada, and early detection and removal of ticks is important in the prevention of Lyme disease.

In Ontario, an infected blacklegged tick is the only type of tick that can spread Lyme disease.

The overall risk of acquiring Lyme disease in Toronto is low but is increased if doing activities in wooded and bushy areas in the eastern parts of Toronto.

[Etick](#), an electronic tick identification platform, is now available in Ontario. Anyone who finds a tick can submit a photo and receive species identification results in 48 hours. The results and statistics are posted to the website.

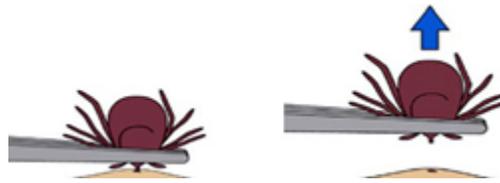
Prevention:

- Wear long pants and long sleeves.
- Light coloured clothing may make ticks easier to spot.
- Apply insect repellent containing DEET.
- After spending time outdoors in wooded or bushy areas, shower to remove ticks before they become attached.
- Carefully check your full body and head for attached ticks.
- If you find a tick on your body, remove it as soon as possible.
- Remember to also check your children and pets for ticks.
- Mow the lawn regularly.
- Remove leaf litter, brush and weeds from the edge of the lawn.
- Keep tree branches and shrubs trimmed to let in more sunlight.
- Move children's swing sets and sandboxes away from the woodland's edge and consider placing them on a woodchip or mulch foundation.
- Ticks feed on rodents, deer and birds. Discourage rodents by sealing stonewalls and small openings around the yard. Use plantings that do not attract deer or exclude deer by fencing. Keep bird feeders away from the house.

[How to Safely Remove a Tick](#)

Removing a tick is the same for humans and animals. It's important you **do not crush or damage the tick** because it could cause Lyme bacteria to pass from the tick into your bloodstream.

1. Use fine-tipped tweezers and grasp the tick as close to your skin as possible.
 - **Do not** use a lit match or cigarette, nail polish or nail polish remover, petroleum jelly (for example, Vaseline), liquid soap or kerosene to remove the tick.
2. Pull the tick straight out, gently but firmly.
 - **Do not** jerk or twist the tweezers while pulling the tick out.
 - **Do not** squeeze the tick – you might crush it.



3. Once you have removed a tick, wash your skin with soap and water and then disinfect your skin and your hands with rubbing alcohol or an iodine swab.
4. Before disposing of the tick, call or check the website of your [local public health unit](#) to get advice on how to identify the tick. You can also submit a photo of the tick to etick.ca for identification.

Treatment

A single dose of oral doxycycline may be offered to individuals of any age when the following conditions are met:

1. Adult blacklegged tick was attached for more than 24 hours. Treatment can be started within 72 hours from the time the tick was removed.
2. Person was exposed in an area where ecological information indicates that the rate of infection of ticks is greater than 20%.

MENTAL HEALTH RESOURCES

A photograph of a woman with dark hair hugging a young girl from behind. The woman has her eyes closed and a gentle expression. The girl has a sad, downcast expression. They are sitting on a brown couch. The background is slightly blurred, showing what appears to be a staircase.

**If your child
is struggling,
we can help.**

**Call us
1-866-585-6486**

The logo for Help Ahead, featuring a stylized speech bubble icon with a white arrow pointing up and to the right, set against a purple and blue background. To the right of the icon, the words "Help Ahead" are written in a bold, black, sans-serif font.

**Help
Ahead**

Help Ahead is the centralized phone line for children, youth (under 18), and their families to access mental health & well-being resources in Toronto.

Hours of operation: Monday to Friday, 9am-7pm, Saturday, 9am-5pm.



Feeling low? Stressed? Anxious?

BounceBack® can help!

BounceBack®: Reclaim your health is a free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety. It offers two forms of help.

1 Telephone coaching and workbooks

A referral is required to participate. Your family doctor or nurse practitioner can provide you with a referral. Alternatively, you can self-refer. To access the referral form, visit: bouncebackontario.ca

BounceBack is a guided self-help program in which a coach supports you in working through a series of workbooks.

- The program involves three to six telephone coaching sessions, which you can do from the comfort of your home.
- Your coach is there to help you develop new skills, keep you motivated, and monitor how you're doing.
- You and your coach will select from among 20 workbook topics that are best suited to your current needs. Some popular workbooks are: Being assertive; Changing extreme and unhelpful thinking; Overcoming sleep problems.
- Telephone coaching and workbooks are available in multiple languages.

2 BounceBack Today online videos

No referral is necessary. You can start watching our online video series today! Visit: bouncebackvideo.ca and enter access code: **bbtodayon**

BounceBack Today videos offer practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living.

The videos are available in English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

Funded by the Government of Ontario

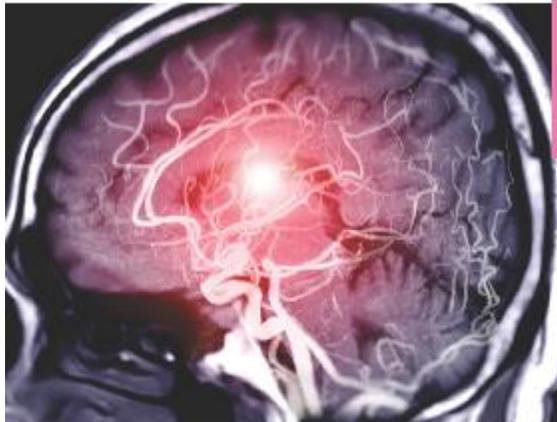


Canadian Mental
Health Association
Ontario





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



Stroke

Topics

- Warning signs
- Risk factors
- Prevention tips
- Resources at UHN and in the community

Presenters

- **UHN Patient Partner**
- **Relu Wiegner**, Clinical Nurse Specialist, Stroke Prevention Clinic, Toronto Western Hospital
- **Sherry Darling**, Speech Language Pathologist, Stroke Prevention Clinic, Toronto Western Hospital

Date and time

Thursday, June 30, 2022

1:00 p.m. to 2:00 p.m.

Agenda

- 1:00 p.m.: Welcome
- 1:03 p.m.: Introduction of Presenters
- 1:06 p.m.: Presentation
- 1:41 p.m.: Question and Answer Period, Closing Remarks

How to participate



Watch the livestream on YouTube. Go to <https://bit.ly/UHNHealthTalk-Jun2022> 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 or call 416 603 6290

www.uhnpatienteducation.ca



Patient Education



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Location

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