

IN THIS NEWSLETTER

- ✓ Clinic updates & Reminders
- ✓ Renewing OHIP Cards
- ✓ Visits not Covered by OHIP
- ✓ Flu Season and Flu Shots
- ✓ Immunizations for Children
- ✓ UHN Monthly Health Talk

URGENT CARE CLINIC

- ❖ Fridays 5:00 pm to 8:00 pm
(call in advance)
- ❖ Saturdays 9:00 am to 3:00 pm
(walk-in 10:00 am to 2:00 pm)

Click [here](#) for essential information regarding urgent care clinics.

CLINIC UPDATES

ONLINE APPOINTMENT BOOKINGS

Appointments with Nursing

Nursing is now offering the following appointments for online booking:

- Allergy shots
- Cryotherapy
- Injections
- Vaccines
- Staple or suture removal

To book an appointment with a nurse ONLINE, click [here](#). To see a nurse for *other* services not listed above call the clinic at [416-603-5888](tel:416-603-5888) or send a [Secure Message](#).

Appointments with Doctors

If you have a staff doctor, you can book an appointment [online](#) to see them.

Some doctor appointments cannot be booked online. Please call the clinic at [416-603-5888](tel:416-603-5888) if you need an appointment with your doctor for any of the following reasons:

- You need an appointment about an urgent issue in the next 2-3 days
- You need an appointment that is longer than 15 minutes (counselling or a well-baby visit)

CLINIC REMINDERS

URGENT CARE CLINICS: URGENT ISSUES

We recognize that urgent medical issues can arise outside of our regular office hours. We offer appointments for **URGENT** needs on Fridays and Saturdays. Click [here](#) for essential information regarding urgent care clinics.

Examples of **urgent medical concerns** can include a new injury, chest pain, difficulty breathing, new abdominal pain, urinary tract infections, a sick child OR more than 48 hours of fever/vomiting/ diarrhea in adults.

Non-urgent concerns, such as follow-ups, prescription renewals, and reviewing test results should be *booked during regular clinic times* with your primary family physician.

TELEPHONE HEALTH ADVISORY SERVICE

While our physicians do reserve same-day appointments for urgent medical needs, you may not know if your issue can wait until the clinic opens. **The Telephone Health Advisory Service (THAS)** offers TW FHT patients after-hours telephone health advice.

THAS is available outside regular clinic hours at 1-866-553-7205

MAINTAIN THE CIRCLE OF CARE: AVOID WALK-IN CLINICS

- Community walk-in clinics do not have access to your medical history
- Your family doctor is rarely notified about walk-in visits, therefore unable to provide any necessary follow-up care
- There are financial penalties to us when you visit a walk-in-clinic



REQUESTS TO CHANGE DOCTORS

Sometimes patients ask if they can change doctors. The TW FHT supports patients remaining with their primary care provider and does not permit switches between different doctors.

If you feel that the patient-doctor relationship is not working well, you must schedule an appointment with your doctor to discuss your concerns. If your issues cannot be resolved after your conversation, you and your doctor may agree that a change in doctors is in the best interest of patient care. If another doctor is willing to take you on, your current doctor will arrange the switch.

If you decide to search for a new family doctor, these resources may be helpful:

[Find a doctor or nurse practitioner | ontario.ca](#)

- How to register with Health Care Connect (or call 1-800-445-1822)
- College of Physicians and Surgeons of Ontario "Find a Doctor" search

As of October 1st, 2022, if you do not have a valid OHIP card, **you will be charged** for your visit when you check in.

RENEWING OHIP CARDS

It is *your* responsibility to ensure your health card is valid and not expired



How to Renew your OHIP Card:

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

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

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

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

SERVICES NOT COVERED BY OHIP

There are some visits that are **not covered** by OHIP. Some of these uninsured services include visits for:

- physical forms required for schools, camps or daycares
- re-employment certification forms
- back to work notes, sick notes or daycare notes
- driver's license physicals
- travel advice
- MOT health or workplace specific physicals



You are expected to pay Ontario Medical Association (OMA) rates for these visits, plus a fee for the form completion. Visit our [website](#) for more information about uninsured services.

OHIP also does not cover some specialized, non-routine blood tests. For example, laboratory blood tests for immunity testing are not paid by OHIP and you will have to pay out-of-pocket for these.

Visit our [website](#) for more information about uninsured services.

FLU SEASON AND FLU SHOTS



With fall here, you need to start thinking about the flu and what to do if you get the flu.

One of the most important things to consider is getting the flu vaccine for you and your loved ones.

WHEN YOU NEED TO SEE A HEALTHCARE PROVIDER

Call the clinic to speak to a **nurse** or **doctor** if you or your child have the following:

- *Difficulty breathing* (shortness of breath, gasping for air, wheezing, or having trouble taking a full breath)
- *A cough* that is keeping them up at night
- *Dehydration* from vomiting and or diarrhea

If you have the flu and are over the age of 65 **OR** have the flu and are at risk of flu-related complications, you may need to contact your doctor.

WHAT ARE FLU SYMPTOMS?

- Sore throat
- Runny nose
- Cough
- Fever, chills, or body aches
- Headaches
- Feeling tired

MANAGING YOUR FLU

SYMPTOMS AT HOME:

- Drink plenty of fluids
- Rest and reduce activities
- Take pain medications: acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) for fever or body aches
- Practice good hygiene (cover your coughs and sneezes with a tissue and wash your hands often)
- Stay away from others to keep from infecting them

WHEN ARE FLU SHOTS AVAILABLE & WHERE CAN I GET MY FLU SHOT?

Flu shots are available **NOW**. We encourage you to get your flu shot.

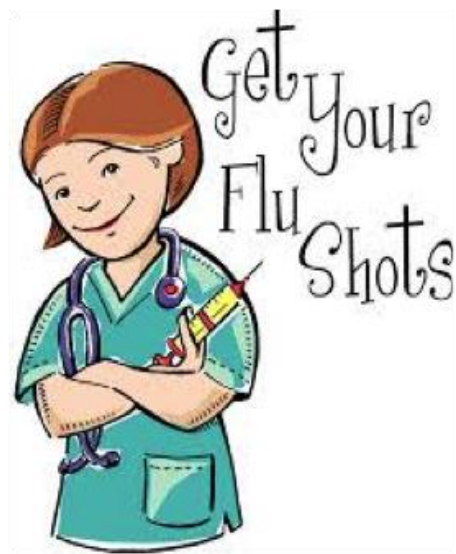
FLU SHOT BOOKING

- ✓ **BOOK your appointment ONLINE**
- ✓ If you encounter issues or are unable to book your appointment online, call our clinic at 416-603-5888 and a receptionist will assist you
- ✓ DO NOT book an appointment for a flu shot if you are feeling unwell
- ✓ Let us know if you receive the flu shot outside of our clinic so we can update your records. Click [here](#) to update your records.
- ✓ If you have recently received your COVID-19 vaccine, you do not need to wait to receive your flu vaccine
- ✓ Check our [website](#) for frequently asked questions

@TORONTO WESTERN FAMILY HEALTH TEAM: Our FHT clinic is offering regular and high dose flu vaccines. Book your appointment **now** [online](#).

@TORONTO PUBLIC HEALTH: TPH is operating [flu clinics](#). Check their [website](#) (www.myflushot.ca) to find and book a flu shot nearby you

@YOUR PHARMACY: Regular and high dose flu vaccines are available at pharmacies for anyone over age 2. If your child is under 2, please book an appointment at our clinic online, as pharmacies cannot administer vaccines to anyone 2 and under.



IMMUNIZATIONS FOR CHILDREN

Routine childhood vaccinations are very important. During the last couple of years, many children have fallen behind with immunizations. Click [here](#) to review information about vaccines and children.

For Ontario's publicly funded immunization schedule, click [here](#).



SCHOOL VACCINATION CLINICS ARE BACK FOR GRADE 7 & 8 STUDENTS

Toronto Public Health will be providing free school-based vaccines to grades 7 and 8 students again in publicly funded schools across Toronto during the 2022-2023 school year. OHIP is not required and vaccinations are free.

Vaccines offered are:

- Meningococcal (prevents meningitis)
- Human Papillomavirus (prevents cancers)
- Hepatitis B (prevents liver disease and cancer)

Fact Sheets for these vaccines are available [online](#). Toronto Public Health will continue to hold catch up mobile clinics for these vaccines. Appointments at other city-run clinics are also available through Toronto Public Health.

Click [here](#) for more information. Click [here](#) for times and locations.

VACCINATION PROTECTS US FROM DISEASES



UHN Monthly Health Talk



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



Sleep and Sleep Disorders

Topics

- Connection between sleep and health
- Common sleep disorders
- Common practices for diagnosing and treating sleep disorders
- Barriers to accessing care for diagnosing and treating sleep disorders

Presenters

- UHN Patient Guest Speakers
- Senior Scientist, KITE, Toronto Rehab

Date and time

Wednesday, October 26, 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
- 1:58 p.m.: Closing Remarks

How to participate



Watch the livestream on YouTube. Go to <https://bit.ly/UHNHealthTalk-Oct2022> 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



UHN







Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute

[UHN Monthly Health Talk](#)

UHN Patient & Family Learning Centres

Instant Access to Free Health E-Books!

Follow these easy steps:

Smart Phones / Tablets	Computers / Laptops
 <ol style="list-style-type: none"> Download and open the free app: Libby, by OverDrive  	 <ol style="list-style-type: none"> Go to: uhnpatient.overdrive.com
<ol style="list-style-type: none"> Find our library -- University Health Network 	<ol style="list-style-type: none"> Enter your cell phone number* to receive the verification code by text message
<ol style="list-style-type: none"> Enter your cell phone number* to receive the verification code by text message 	<ol style="list-style-type: none"> Sign up using the current campaign code listed below
<ol style="list-style-type: none"> Sign up using the current campaign code listed below 	<ol style="list-style-type: none"> Read/listen to e-books on the browser
<p>Current Date: April 1 - June 30 July 1 - September 30 October 1 - December 31</p>	<p>Use this Campaign Code:  uhnsummer22  uhnfall22  uhnwinter22</p>

* If you live outside of Ontario, contact us to get access:
 email: twpfl@uhn.ca phone: 416-603-6277

uhnpatient.overdrive.com



Contact us

 Phone: 416 603 5888

 Website: twfht.ca

Location

Bathurst Site: 440 Bathurst Street, 3rd Floor