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URGENT CARE HOURS

- ❖ Saturdays 9:00 am to 3:00 pm
(walk-in 10:00 am to 2:00 pm)

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 Saturdays.

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.

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

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



DO YOU KNOW WHAT A NURSE PRACTITIONER DOES?

We have a Nurse Practitioner (NP) who works as part of our team. We have had questions from patients about Nurse Practitioners at our FHT clinic and wanted to highlight their role.

Nurse practitioners (NPs) are registered nurses with nursing experience and additional education (*Masters or Doctoral degrees*). NPs provide a wide range of direct care services to people at every stage of life.

WHAT CAN NPs DO?

- Independently diagnose and treat illnesses
- Order and interpret tests
- Prescribe medications
- Perform medical procedures
- Provide referrals to specialists

NPAO BY THE NUMBERS | Making Healthy Change Happen

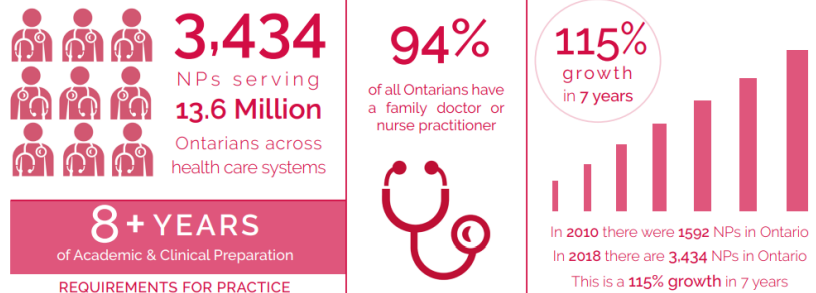
ONTARIO NURSE PRACTITIONERS (NPs)

PROVIDE A FULL RANGE OF HEALTH CARE SERVICES to individuals, families & communities in a variety of settings.

We work in partnership with physicians, nurses, & other health care professionals to keep you, your family & your community well.

As a Member Of Your Health Care Team NPs Can:

- Diagnose illness
- Order & Interpret diagnostic tests
- Refer clients to other health care professionals & specialists
- Provide counselling & education
- Provide treatment
- Prescribe all medications
- Manage chronic disease



8+ YEARS of Academic & Clinical Preparation

REQUIREMENTS FOR PRACTICE

- Provincial NP Registration
- Graduate Nursing Education
- Provincial RN Registration
- Bachelor's Degree in Nursing



Our growing population, aging baby boomers, the rising prevalence of risk factors, and advancing technology will require increased needs for health services.



- 2000s** — Changes in legislation to support expanded scope of practice.
- 1990s** — Renewed interest in the NP role as health system shifted focus to primary care.
- 1971** — The implementation of the expanded role of the RN a high priority in Canada's health care system
- 1967** — First NP education program in Dalhousie university, Nova Scotia

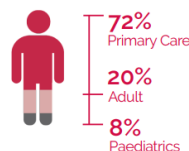
25 Nurse Practitioner-Led Clinics serving **90,000** Patients!

NPs are part of **296** Interprofessional Primary Care teams helping over **4,000,000** Patients!

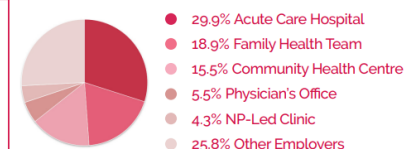
Nurse Practitioners. Solutions for a stronger & healthier Ontario



NP Areas of Specialty



TOP 5 EMPLOYER CATEGORIES :



For more information, please see the [Canadian Nurses Association Website](http://www.cna.ca)

APPOINTMENTS WITH PROVIDERS



Despite our best efforts, we may run behind as we strive to provide good care to all our patients. We do our best to be on time, but we appreciate your understanding if we are running late.

A reminder to be available **30 minutes prior** and **30 minutes after** your scheduled *virtual or phone appointment*.

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

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

RENEWING EXPIRED OHIP CARDS

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 (new photos are required every 10 years)



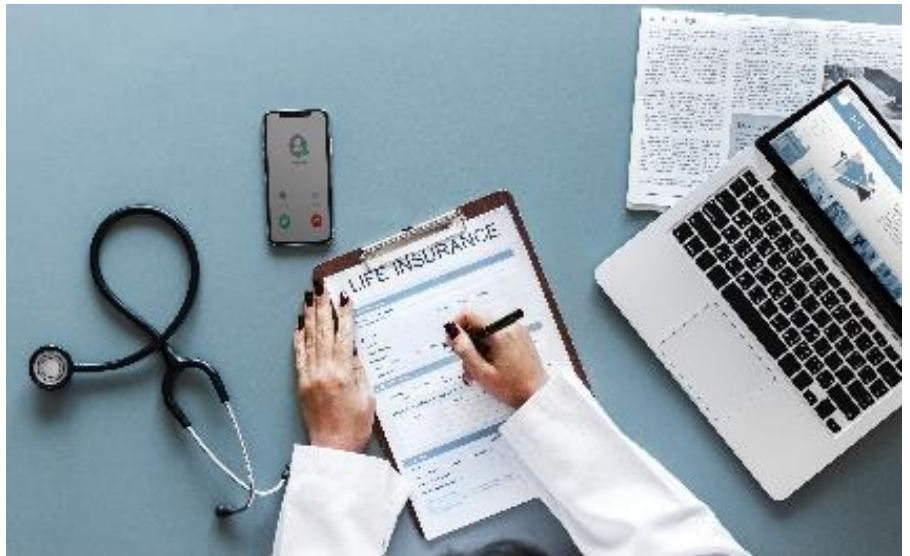
To replace a lost or stolen **unexpired** card, call: **1-800-664-8988**.

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, we 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.

TW FHT 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
- ✓ 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 & Community Educational Programs



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

 Approved by Public Affairs
for posting until: OCT 26 2022



Patient Education



UHN
Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute

[UHN Monthly Health Talk](#)

WEIGHT MANAGEMENT PROGRAM

Wednesdays
SEPT 21-NOV 9, 2022
10:00-11:45am



This virtual program is designed for individuals who would like free support and education learning how to make healthy food choices, increase physical activity, and manage their weight and blood sugar levels.

Register Now

Program Details



Registration

Pre-registration is required. Please call to register at 416 787 1661 ext 3361. Email and computer/device needed. Independent use of ZOOM is required.



Additional Details

Free resource binder included with weekly topics such as healthy eating, physical activity, goal-setting, problem-solving, and more!



Program Location

Virtual via ZOOM

**JOIN 8-week
FREE program!**



Diabetes Education Clinic is reopening on *October 5, 2022*



The Diabetes Education Program (DEP) provides FREE individual counselling and group education classes for people with type 2 diabetes and pre-diabetes. Our team consists of diabetes educators including registered nurses and registered dietitians who can help clients understand how to manage or prevent diabetes.

Site details:

Location: (South of St. Clair Ave W on Dufferin street)
1615 Dufferin Street, 2nd floor
Toronto ON M6H 4H4

Contact us for an appointment:

Please call at 416 787 1661 ext 3303




Walk ins are welcome!



Unison Health and Community Services
Diabetes Education Program
12 Flemington Road, M6A 2N4
Toronto ON

UHN Patient & Family Learning Centres
Instant Access to
Free Health E-Books!

Follow these easy steps:

Smart Phones / Tablets	Computers / Laptops
 1. Download and open the free app: Libby, by OverDrive 	 1. Go to: uhnpatient.overdrive.com
2. Find our library -- University Health Network	2. Enter your cell phone number* to receive the verification code by text message
3. Enter your cell phone number* to receive the verification code by text message	3. Sign up using the current campaign code listed below
4. Sign up using the current campaign code listed below	4. Read/listen to e-books on the browser

Current Date:	Use this Campaign Code:
April 1 - June 30	→ uhnsummer22
July 1 - September 30	→ uhnfall22
October 1 - December 31	→ uhnwinter22

* 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**

Garrison Creek Site: 928 St. Clair Avenue West