

## Patient updates

July 8, 2022

Dear patients,

We are writing to share some clinic updates and reminders, and welcome our new Medical Resident Doctors to the Family Health Team.

In this communication, we will share information about:

- Updates to our clinic entrance screening and waiting rooms
- Reminders about our upcoming patient webinar
- Information about Monkeypox
- Welcome our new Medical Resident Doctors

### Clinic Entrance Screening and Waiting Rooms

Starting July 6, we will no longer have screeners at every clinic. Instead, some of our clinics (including Sumac Creek Health Centre, 61Q Health Centre, and Wellesley St. Jamestown Health Centre) will continue to have greeters until July 22. Greeters will not ask patients any COVID-19 or Monkeypox screening questions; instead, they will welcome you to the clinic, remind you to sanitize your hands, and offer you a mask. **Masks will continue to be mandatory for all patients and visitors over the age of 2 years in our clinics.**

We continue to ask all patients and essential care partners to self-screen for any COVID-19 or Monkeypox symptoms. These include:

- fever or chills
- new or worsening cough
- difficulty breathing or shortness of breath
- decreased or loss of smell or taste
- runny nose or nasal congestion
- unexplained headaches
- extreme fatigue
- sore throat
- unexplained joint or muscle aches,
- nausea, vomiting or diarrhea
- new or unexplained rash

If you have any symptoms, please let our clerical team know when you check in for your appointment. You won't be turned away from your appointment. If you have any symptoms, our team will ask you to wait for your appointment in a clinic exam room and inform your doctor or care provider before they come in to see you. We will have posters outside our registration desks with the list of symptoms to remind everyone of this change.

Also, our clinic waiting rooms will be returning to pre-pandemic capacity limits on how many individuals can be present at one time. We ask people to continue to be mindful of masking at all times and distancing when possible. Anyone who reports COVID-19 or Monkeypox symptoms will go to a clinic exam room, and will not wait with others in the waiting room.

While we know that COVID-19 is not over, we are making these changes to continue to provide ongoing clinical care to all our patients. We also are well equipped with cleaning procedures to manage and keep all patients and staff safe in our clinics.

### **Upcoming Patient and Community webinar**

We are excited to remind you of our upcoming patient and community webinar hosted by our Green Team on **July 26 from 6:30-7:45 p.m.** This webinar will focus on the **benefits of time spent in nature**. It will include health care experts from St. Michael's Family Health Team, and the Canadian Association for the Physicians of the Environment. [Click here](#) to learn more and register.

### **Monkeypox Updates**

We are continuing to monitor the Monkeypox cases and care recommendations closely. At this time, we can test for Monkeypox in our clinics. If you believe you may have Monkeypox, please call before coming in so we can arrange and prepare for your visit. At this time, we are not offering any Monkeypox vaccines in our clinics. We have linked all Toronto Public Health resources with additional information to our [website](#). We encourage you to check there for ongoing updates.

### **Welcoming our new Medical Resident Doctors**

***Resident Doctors are part of our Team***

St. Michael's Hospital is a teaching hospital that partners with the University of Toronto. This means you may see resident doctors as part of your care, as they are valued members of the team at St. Michael's Family Health Team.

Resident doctors are medical doctors who are receiving further training in Family Medicine. They can do the same things as your family doctor such as examine you, order tests, and prescribe medications.

Resident doctors spend 2 years at the clinic during their training. Residents have their own group of patients for which they are the primary doctor to. If you are a patient who routinely follows up with a specific resident for a 2 year period, you will also have a staff doctor who will oversee your care and be kept informed of any issues.

You may also see a resident doctor if your regular provider is not available or during the urgent-care/weekend clinics.

### ***What can you expect when seeing a resident doctor?***

The resident doctor will tell you who they are, their level of training and the name of their supervisor. A resident doctor is supervised by a staff Family Doctor during your visit with them. You can ask to see the staff doctor at any time during your visit.

Resident doctors may routinely step out of the room to discuss your case with their supervising staff doctor. This process allows you to receive the very best care for your medical issue, as it allows for the input of the staff doctor.

### ***We may ask to observe your resident doctor during your visit***

With your consent, the staff doctor may watch a resident doctor during your visit using a video camera. This helps give the resident feedback on the visit and improve teaching. It also helps to make sure that you get good quality health care. If you do not want to have your visit observed by the staff doctor, please let us know.

This is what you can expect:

- We will ask for your verbal consent. We will note your answer in your patient record. We need your verbal consent before any visit is observed.

- The staff doctor observes the resident doctor with a video camera. No recording is kept.
- The camera will be turned off when you are disrobing or undressed.

As we enter into the summer months, we wish all our patients a happy, safe, and healthy summer.

Take care and be well.

SMHAFHT Leadership Team