

## Patient Updates

**Dec 19, 2022**

We are writing to share some updates about our urgent care clinics and holiday hours. In this communication, we will share:

- Locations and times of our urgent care clinics
- What types of visits are best addressed in our urgent care clinics
- Review the process for prescription renewals
- Upcoming holiday closures and how to access care

### Locations and Times of our Urgent Care Clinics

We are happy to continue to offer evening and weekend urgent care to our patients. The hours and locations can be found on our website under the Urgent Care Clinics subheading, which can be found [here](#).

Though most urgent issues will require an in-person visit, we still ask that you call before coming to our urgent care clinics.

### What Types of Visits are Best Addressed in our Urgent Care Clinics?

The goal of these clinics is to provide you with access to our medical team for urgent new or worsening health concerns outside of the daytime hours of 9-5. These clinics are not for chronic or routine care issues. For such issues you should schedule an appointment at your home clinic with your doctor, nurse practitioner or registered nurse.

Examples of routine care that **should not** be seen in our urgent care clinics include:

- Routine injections (allergy injections, hormone injections, routine immunizations, planting TB skin tests or reading TB skin tests)
- Routine wound care
- Routine psychiatric medication injections
- Ear syringing
- Dedicated breastfeeding teaching
- Routine, asymptomatic sexually transmitted infection (STI) testing
- Medical concerns you have had for a long time that haven't changed
- Prescription renewals
- Routine cancer screening, such as pap tests, ordering a mammogram, colonoscopy or FIT test
- Completion of forms

For routine care, we ask that you schedule an appointment to see your doctor, nurse practitioner or clinic registered nurse during regular weekday hours. The evening and weekend urgent care clinic options are to support you when you have an urgent new or worsening health care concern.

We know some patients have used our weekend clinics for some of these routine health issues listed above. We understand the challenges of taking time off work or booking an appointment during the week however the volume of urgent needs at our urgent care clinics mean that we will no longer provide assistance with routine care at our evening or weekend urgent care clinics. We ask you to schedule these appointments during regular business hours at your home clinic.

As we continue to see an increase in upper respiratory infections, especially in children, please remember to use some of the resource on our [website](#), or view our most recent [Patient Town Hall](#) for trusted information.

If you are experiencing cough, cold, flu or COVID-19 symptoms, are at higher risk for complicated illness and are not able to attend one of our urgent care clinics, another option is to be assessed at a local clinical assessment centre (CAC). Clinical assessment centres can assess your cold and flu symptoms and if appropriate can test, assess and provide treatment options for COVID 19. Please see link below to search for a CAC near you.

<https://www.ontario.ca/assessment-centre-locations>

### **Prescription Renewals**

Please avoid using our after-hours urgent care clinics for prescription renewals. Plan ahead to make sure that you have enough medication to avoid running out over the holiday season. If you need to renew your prescription, please connect with your pharmacy and have them fax us a prescription renewal. Allow for at least 3-5 days for an answer for a prescription renewal request from our team. You can speak with your pharmacist about which medications they are able to renew without a prescription.

### **Upcoming Holiday Closures and How to Access Care**

Please see our holiday hours including when our clinics are open for our after hours urgent care clinics on the page below. These will also be shared on our phone line and our [website](#).

As people gather to celebrate the holidays with family and friends, we remind you to follow [public health recommendations](#), including washing your hands, covering your mouth and nose when you cough or sneeze, masking in crowded indoor public spaces, and staying home when you are feeling unwell. Also, ensure you are up-to-date on your COVID-19 and flu vaccinations.

We want to take this time to wish you and your family and friends a happy and safe holiday season.

Take Care and Be Well,

*SMAFHT Leadership*

# Holiday Hours

*Please call ahead prior to coming to the clinic*

Date	Hours of Operation
Friday, December 23	REGULAR HOURS
<b>Christmas Eve 2022</b> Saturday, December 24	<b>Urgent Clinic Open 9a.m.- 1p.m.</b> <b>Last check-in 11:30 am</b> <b>Wellesley-St. James Town Health Centre</b> <b>416-864-3096</b>
<b>Christmas Day</b> Sunday, December 25	CLOSED - ALL SITES
<b>Boxing Day</b> Monday, December 26	<b>Urgent Clinic Open 12p.m. -4 p.m. Last check-in 3:30 p.m.</b> <b>Wellesley - St. James Town Health Centre</b> <b>416-864-3096</b>
Tuesday, December 27	<b>Urgent Clinic Open 9-noon and 1- 4 p.m.</b> <b>Last check-in 3:30 p.m.</b> <b>Wellesley-St. James Town Health Centre</b> <b>416-864-3096</b>
Wednesday, December 28	REGULAR HOURS
Thursday, December 29	REGULAR HOURS
Friday, December 30	REGULAR HOURS
<b>New Year's Eve</b> Saturday, December 31	<b>Urgent Clinic Open 9a.m.- 1p.m. Last check-in 11:30 am</b> <b>Wellesley-St. James Town Health Centre</b> <b>416-864-3096</b>
<b>New Year's Day 2023</b> Sunday, January 1	CLOSED - ALL SITES
Monday, January 2	<b>Urgent Clinic Open 9-noon and 1- 4 p.m.</b> <b>Last check-in 3:30 p.m.</b> <b>Wellesley-St. James Town Health Centre</b> <b>416-864-3096</b>
Tuesday, January 3	REGULAR HOURS

In case of a life-threatening emergency, call **911** or go to the emergency Department of the nearest hospital.

## Doctor-on-Call Phone Service

### Need after-hours care for an urgent problem?

If you have urgent health concerns during the evenings and weekends outside of these hours, please call your clinic number and listen to the voice recording to be connected to a family medicine resident doctor on-call. Our family residents are on call outside regular hours as needed. Please don't hesitate to call.

### Language Interpretation

If you are more comfortable speaking a language other than English, let us know when you call, or tell us when you come into your appointment. We can connect you to an interpreter (on the telephone) at no cost.