

## Patient Updates

Aug 18<sup>th</sup>, 2023

Dear patients,

We are happy to share our new Monthly Patient Update email! We will be sending out this email once a month to keep you informed about four key areas:

- Clinic Updates- any changes or reminders about clinic hours or booking appointments
- Health promotion updates- information about current health topics
- Family Health Team/Community Program Updates- programs either run by our team or community partners you may be interested in attending or learning more about
- Patient and Family Advisory Committee (PFAC) Updates- what our patient advisors are doing to help improve care and services in the Family Health Team

We look forward to sharing these updates monthly and hope you find them helpful.

### Clinic Updates

#### *Labour Day Update*

All our clinics will be closed for regular pre-booked appointments on Monday Sept 4<sup>th</sup>. You can access care for urgent needs through our Urgent Care Clinic, open from noon – 4 p.m. at the Wellesley – St. James Town Health Centre (95 Homewood Ave.) Please call 416-864-3096 prior to coming in. Phone lines and clinic doors will close at 3:30 pm.

Our weekend urgent care clinics will run as usual on Saturday Sept 2<sup>nd</sup> and Sunday Sept. 3<sup>rd</sup>. Please see our [website](#) for more information about our Urgent Care Clinics and after hour's health care options.

#### *Booking Appointments Online*

We want to remind you of our online booking options! Most of our doctors and nurse practitioners appointments are available for online booking. You can find our online booking options [here](#) or by clicking on the link below

<https://unityhealth.to/areas-of-care/programs-and-clinics/family-and-community-medicine/#st-michaels-hospital-online-appointment-booking-1>

### *Renewing Your Health Card*

It is important that your Ontario health Card is up to date. At every appointment you will be asked to show your health card and confirm your address and phone number. If your health card is not up to date you risk receiving a bill for payment from the hospital.

**You can now book a virtual appointment with Health Service Ontario to renew your health card.** To find more information and how to book an appointment click [here](#).

### **Health Promotion Updates**

**Managing Heat:** We wanted to share some tips on how to protect yourself and your loved ones from the potential risks of heat exposure:

#### 1. Be prepared

- Tune in to local weather forecasts and alerts so you know when to take extra care.
  - If you have an air conditioner, make sure it works properly.
  - If your home does not have air conditioning, find an air-conditioned spot close by where you can cool off on very hot days (ex. shopping mall or public library).
- Click this [resource](#) to locate heat-relief shelters in Toronto.

#### 2. Know the Signs of Heat

Learn the signs and symptoms of heat-related illnesses, and how to manage them in this [infographic](#).

#### 3. Stay Hydrated; Water is best

Dehydration can escalate quickly in hot weather. Drink plenty of water throughout the day.

#### 4. Stay Cool/Protect

- Wear loose-fitting, light-coloured clothing made of breathable fabric.
- Take cool showers or baths until you feel refreshed.
- If you must be outdoors, take frequent breaks in the shade and avoid strenuous activities during the hottest parts of the day.
- Use Sunscreen; apply a broad-spectrum sunscreen with an SPF of 30 or higher before going outside.
- Never leave children or pets alone in a parked vehicle.

## Family Health Team/Community Program Updates

Please see below for our Family Health Team Mental Health and Addictions groups. Registration for our Fall 2023 season is now open. Click [here](#) to view the full program calendar and learn how to register. Classes are offered via zoom.

All of the programs are free of charge, group-based, and professionally facilitated.

## Patient and Family Advisory Council (PFAC) Updates

Together, we work toward providing patients with the best care possible.

Our Patient and Family Advisory Group (PFAC) meets once a month on Zoom. Patients join the group for 1 year. They can choose to stay for another year after that. If you are interested in joining this group, please continue reading. Your ideas are important!

The group talks about:

- Ways to improve patients' experiences
- Making decisions together

To learn more, contact Nassim Vahidi-Williams at [Nassim.Vahidi-Williams@Unityhealth.to](mailto:Nassim.Vahidi-Williams@Unityhealth.to). We want the group to represent the diverse perspectives of our patient populations, and especially welcome persons with a disability, racialized persons, First Nations, Inuit or Métis persons, LGBTQ2SA+ persons or other personal perspectives around marginalization related to healthcare. Family caregivers are welcome too.

Hear it from one of our members:

*"Staff of the St. Michael's Hospital Academic Health Team were instrumental in forming a cohesive, constructive and collaborative team of people from culturally diverse backgrounds, work, volunteer and lived experiences. As a strong self-advocate and mental health consumer/survivor I joined the council to ensure those like me would have a voice. As a member I feel respected, valued, listened to and validated. Being on the council also led to other endeavors at St. Michael's in which patient's opinions and views were needed."*

- P.P

Talk care and be well,  
SMAFHT Leadership