

Patient update

March 8, 2024

Dear patients,

We are writing to share a few updates on faxed prescription delays we are experiencing and what to do. We are also updating you on measles cases in the community, and some initial guidance. More information will follow.

Clinic Updates

Faxed Prescriptions Delays

Faxed prescriptions from our clinics may be delayed due to problems we are having with our fax servers. Please keep this in mind when you are expecting prescriptions to be faxed to your pharmacy. You may need to wait up to 48 hours for a prescription to arrive at your pharmacy. We ask you only to call if it's been over 48 hours. For many medications you take regularly, your pharmacist should themselves be able to renew the medication for a period of time.

To avoid running out of medication, please schedule an appointment with your doctor or NP before your prescription runs out. Always make sure you have at least a week of medications at home to allow enough time for our clinics to connect with your pharmacy.

Health Promotion Updates

Measles Update

Due to a decline in measles vaccinations during the COVID-19 pandemic, health authorities have reported a significant increase in measles cases globally, with recent cases being reported in Toronto and surrounding areas. Measles is a highly contagious disease that can spread easily to others. Getting vaccinated is the best way to ensure protection for yourself, your child and others.

Everyone over the age of 6 and born after 1970 should have 2 documented MMR vaccines to ensure the best protection.

Children over 12 months of age should have at least 1 dose of MMR. The second dose is given at 4-6 years of age.

If you are unsure about if you are up to date with your vaccines, you can call the clinic to schedule an appointment with your doctor or NP. If a timely appointment is not available, a team member will call you back in 2-3 business days and provide direction.

If you need to book a vaccine for your child, please call the clinic to book an appointment. If your child is of school age you can also book using Toronto Public Health's School Aged Vaccine Clinics

To book an appointment for school catchup vaccination: [Toronto Public Health Appointment Booking System – City of Toronto](#)

We are currently doing a review of medical records for patients between 12 months and 10 years of age who may not have received the required number of measles vaccine doses. If your child's is not up to date with their measles vaccine you may be contacted by our team to book an appointment for this vaccine and other vaccines your child may require.

Patient and Family Advisory Council (PFAC)

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, and 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 apply to join, click here:

https://dfcmutorontoca.qualtrics.com/jfe/form/SV_3xZjwFtV8AJMHKS

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