

## Patient Update

March 21, 2025

Dear patients,

We are emailing to share information about:

- Improving communication with patients
- Masking in our clinics update
- Recognizing Nutrition Month, with some helpful nutrition tips
- Our Meet Our Team section of our website
- Ways to join the conversation to improve primary care

### Improving how we communicate with patients

We are working to improve the way we communicate with patients about their care. One way for us to communicate with you is to use email, using secure messaging with a platform called Oceans. Examples include sharing information about appointments with specialists, diagnostic texts, such as x-ray, MRIs, or Ultrasound, or results from previous tests.

If you have provided consent for our team to email you, this will be the main way we communicate information with you. You can sign up the next time you are in clinic. Please ask our team to help you with this.

Here are some helpful tips to keep in mind if you are waiting to hear from us about a specialist appointment or test result:

- Check your email inbox regularly, including your spam or junk inbox
- If you haven't provided email consent, do so at your next visit
- If you do not wish to use email notifications, make sure your voicemail inbox is not full and indicates who's phone has been called
- Sign up for the NEW MyChart to view upcoming St. Michael's Hospital appointments, medical notes, and test results

### ***Have you signed up for the NEW MyChart yet?***

EPIC is the new electronic medical record (EMR) used by St. Michael's Hospital. Through EPIC, patients can now sign up for the NEW MyChart, which allows you to do the following:

- Keep track of referrals to specialists and upcoming medical appointments
- View your lab and test results as soon as they are available

- See notes and summaries from your clinic or hospital visits
- Complete pre-appointment tasks, like updating your medications

If you have not yet signed up for the NEW MyChart, we strongly suggest signing up! You can find out and learn more about MyChart, including how to sign up at the link below.

<https://unityhealth.to/patients-and-visitors/mychart/>

If you had MyChart before Nov 2024, this is the older version and no longer will have your updated health information. You will need to re-sign up for the new MyChart to get access to all your previous and future health information from anything done at St. Michael's or St. Joseph's Hospital.

**Please note our Family Practice Clinics are not using EPIC. This means any care or appointments you have at our clinics will not show up on MyChart.** MyChart can be helpful to find out information about upcoming specialist appointments, or any other health care visits that take place in St. Michael's or St. Joseph's Hospital.

### ***Masking in our clinics***

As of Thursday May 20<sup>th</sup>, 2025 masking for all clinical interactions will no longer be required. This will mean some of our clinical team members may not be wearing masks. Patients will still be asked to mask if they have respiratory symptoms like a cough, fever, sore throat, or runny nose. Patients who wish to mask will still be able to if they choose.

### **Health Promotion Updates**

March is Nutrition Month! See below to learn more about dietitians and how you can connect with one. You can also view helpful tips and recipes using the QR code.

### **FHT Program Updates**

You can learn more about our different health professionals and programs offered in the Family Health Team by checking out the Meet Our Team section of the Unity Health website. Here you will find Infographics that explain our different teams and team members. Our amazing youth council created these infographics.

<https://unityhealth.to/areas-of-care/programs-and-clinics/family-and-community-medicine/#st-michaels-hospital-meet-our-team-5>

### **The Importance of a Strong Primary Care System**



Caring hearts. Leading minds.

Our Family Health Team believes that a strong Primary Health Care System is something we all deserve. More than 6.5 million people in Canada don't have access to a family doctor or nurse practitioner. That's over one in five Canadians without the care they need. OurCare's new video sheds light on the root causes of this crisis and what must be done to fix it. Watch the video and join the conversation by visiting [ourcare.ca](http://ourcare.ca).

Take care and be well,  
SMAFHT Leadership

# What does food mean to you?



# MARCH IS NUTRITION MONTH

**Did you know that dietitians are  
part of the Family Health Team?**

Book an appointment  
with your clinic dietitian!



# Happy Nutrition Month!

Nutrition Month is celebrated every March to remind us of the importance of healthy eating habits for physical and mental wellbeing, and to recognize the role of dietitians.

## What is a dietitian?

Dietitians take the science of nutrition and translate it into practical guidance to support people and communities in making nutritious food choices.

## Did you know that every clinic has a dietitian on the team?

The Family Health Team dietitians provide education and counselling, on nutrition through different life stages, prevention and management of disease, and more, in a way that meets your personal needs and preferences.



**Scan the code for  
nutrition handouts!**