

## Patient Update

Feb 12<sup>th</sup>, 2026

Dear patients,

We are emailing you to inform you about our Family Day clinic closure, updates from our department's green team, and a new option to cancel your clinic appointment from your emailed appointment reminder.

### Family Day Clinic Closure

**On Monday February 16<sup>th</sup>, our clinics will be closed.** If you need urgent medical care you can call Health Connect Ontario at 1-866-553-7205. This service will connect you with a nurse who will provide you with advice over the phone. When you call, tell them you are a patient of the St. Michaels Family Health Team and your doctor or nurse practitioner's name and clinic location.

This Health Connect Ontario service is for urgent health issues that are not an emergency. If your medical concern is an emergency, please call 911 or go to your nearest Emergency Room.

We will continue to run Urgent Care Clinics on Saturday February 14<sup>th</sup> and Sunday February 15<sup>th</sup>. For more information about our Urgent Care Clinics and after hour's services, please see our [website](#).

### FHT Green Team Update

Our Family Health Team's "**Green Team**" recently started an **Inhaler Recycling Initiative** and we would love for you to take part!



*Did you know?*

A recent Canadian national survey of inhaler users found that **70% of individuals dispose of their inhalers in the garbage.**

This ends up in our landfills and contributes to:

- plastic pollution
- soil and water contamination, and
- greenhouse gas emissions (from the propellants used to deliver medications)

To help reduce the impact of these inhalers on our environment, **we are now collecting any old, used or expired inhalers in our clinic for proper recycling and disposal!**

You can drop off your inhalers with our front desk staff or in any “GoZero” box in the waiting rooms. Please remember to remove any prescription labels on the inhalers if you can!

You can learn more about inhaler recycling by scanning the QR code on the posters in our waiting rooms and exam rooms the next time you visit our clinic.



**Is your email address up-to-date?**

Please make sure we have your correct email address on file when you are in clinic next. There are times when our clinic will use email as a primary way to connect with you, including email appointment reminders for most pre-booked appointments. Making sure we have your correct address and phone number is important as well!

### **Book your appointment online**

You can now book most appointments with your doctor or nurse practitioner online, as well as some nursing visits. Our online booking link can be found [here](#).

### **Cancelling an appointment?**

You can now cancel any appointment from the emailed appointment reminder. It is still an option to cancel your appointment by phoning the clinic. If you cannot attend your appointment, please cancel your clinic appointment with at least 24 hours' notice. This allows for the appointment to be used by another patient.

### **Cancelling more than one appointment on the same day?**

If you have more than one appointment scheduled with us on the same day, please open each reminder email to see all your appointments. If you need to cancel more than one appointment, be sure to cancel each one from its own email. Cancelling one appointment will not cancel the others.

Take care and be well,  
SMAFHT Leadership