

## FAMILY MEDICINE/ URBAN FAMILY HEALTH TEAM – UPDATES

This is definitely going to be a different holiday season for all. We trust you and yours are remaining healthy and find creative ways to celebrate in whichever way best allows you all to keep safe. We invite you to still reach out to your friends and families, locally, across Canada or abroad, since more than ever it is important for us to stay connected and positive. As we move into the winter months, we also encourage you to explore safe outdoor activities in your communities, while making sure to wash your hands, maintain a safe distance from those you do not reside with, and consistently wearing a mask when you are in public.

Our team is committed to remain responsive to you and your families' health needs while minimizing the risk and exposure for our patients and staff. Here is an update from our team as of this **December:**

### Important reminders:

- **Virtual Care:** our team is committed to keeping your phone or video appointment, please make every effort to be on time for your phone and/or video appointments.
- **In-person Visits/Care:** Since we are limiting the number of patients coming in the clinics, it is extremely important that you attend your in-person appointment(s); please remember that a missed appointment or failure to advise of cancellations 24hrs in advance of your appointment will result in a \$40 charge.



If you think that you need an in person appointment, please call us to book a telephone or video visit first to discuss your concern(s).

- **Seasonal Flu Vaccine:** We continue to open clinics based on demand. If you would like to get the vaccine, please just call 416-530-6860 to book your appointment or contact your local community pharmacy.
- **Staying in touch:** We are continuing to send important information via email such as reminders for prevention screening and immunization for eligible patients.

### Our Holiday Hours:

- **Monday, Dec 21 to Wednesday, Dec 23 - Clinic is open from 9-17:00hrs**
- **Thursday, Dec 24 - Clinic is open 9-13:00hrs**
- **Friday, Dec 25 – CLOSED (Christmas day)**  
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- **Monday, December 28 – CLOSED (Boxing day)**
- **Tuesday, Dec 29 & Wednesday, Dec 30- Clinic is open from 9-17:00hrs**
- **Thursday, Dec 31 – Clinic is open 9-1300hrs**
- **Friday, January 1 – CLOSED (New Year's Day)**

### If you come to an In-person appointment/clinic:

St Joe's is actively screening any person(s) entering the hospital for potential risk of COVID-19 to ensure the safety and well-being of our people and patients. We strongly encourage you to use the East Entrance when you come to your in-person appointment in Family Medicine during the day. If you come after 1600hrs, please use the Tranquility Entrance.

Any patient, and their family/essential care partners (ECPs) must pass the screening criteria at the entrance before they are allowed in the hospital. Patients under the age of 18 and/or those requiring support due to

mobility, cognitive, significant language barrier, intellectual/developmental disability are limited to one essential care partner (ECP), guardian or designated parent. While you are anywhere in the hospital, you (and your care partner) will have to:

- 1) Make sure you are wearing a mask,
- 2) Use the hand sanitizer dispensers or wash your hands and
- 3) Keep physical distance (6 feet-2m apart) from others

To help keep everyone safe and to adhere to the occupancy limit of our waiting room, we ask that you do your best to arrive no earlier than 15 mins before your scheduled appointment time. Once registered, please stay in our waiting area, using the properly identified seats. One of our team members will come to get you whenever ready to see you.

### Needing Info on COVID-19?

Please note that Toronto Public Health continues to be your best resource regarding any COVID-19 concerns or questions. Their frequently updated website can be accessed at: <https://www.toronto.ca/home/covid-19/>  
Their phone number is 416-338-7600.

Here's a great resource for you to explore opportunities for safe winter outings!

<https://www.toronto.ca/explore-enjoy/festivals-events/welcome-to-winter/>

### We Are Here for You!

You can always consult our website at <https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/>

Should you have any questions or concerns about your health, please call us at 416-530-6860 Monday to Friday from 9:00 to 17:00hrs.



**From our Family to yours!!!**

St Joe's Family Medicine/Urban Family Health Team

