

AUGUST 2020

# WEST CARLETON FAMILY HEALTH TEAM

Monthly Clinic and Community Newsletter

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## OTN Video Visits - Preparing for your Appointment

WEST CARLETON FAMILY HEALTH TEAM

Virtual visits (telephone or video) have been recommended for certain visit types which do not require significant physical assessments. In recent weeks we have been offering video appointments for certain visit types using a service by Ontario Health called OTN or the Ontario Telemedicine Network.

### How will it work?

If you call for an appointment, our reception staff may indicate that a video visit is appropriate. In order to participate, you will need a device that has: an internet connection, webcam, microphone and speaker. Once the appointment has been arranged, you will receive an email invitation from "OTN No Reply" with the link to join your scheduled appointment. Please ensure you can locate the volume controls on your device prior to connecting. A connection test (found in the invitation email) is recommended prior to use.

**If connecting on a computer** (recommended), you will join directly in your web browser without any downloads. Prior to your appointment time, open the invitation email and click "Start eVisit." Once you have entered the video conference, you will see a blue welcome screen until your healthcare provider joins the conference. Be patient, they may be running slightly behind schedule.



## Preparing for your Appointment Cont'd

**For mobile devices** (smartphone or tablet), you will be required to download the Pexip Infinity Connect App. Please do so well in advance of your scheduled appointment. More details about how to download the app are included in the invitation email. **IMPORTANT:** Prior to your scheduled appointment, you will need to open the invitation email and click “Start eVisit.” This will prompt the app to open. Once you have entered your name, click the centre “video” button to join the call. You will see a blue welcome screen until your healthcare provider joins the conference.

For more information about virtual appointments, [visit our website](#).

## Weekend Urgent Care Clinic

For the weekend urgent care clinic, we have been holding virtual appointments (telephone or video) with a physician or nurse practitioner. On Saturdays and Sundays during the time of our regular weekend clinic (10:00 am - 1:00 pm) you may call 613-839-3271 and a receptionist will book you a virtual appointment. We are not accepting walk-ins at this time.

Before calling, please determine if a video appointment may be suitable. Review the section above on OTN Video Visits. If you plan to connect using a mobile device, you may wish to download it proactively. If you have any questions, you may discuss your eligibility over the phone with the receptionist working the weekend care clinic.

Note: Our weekend clinic is intended for urgent issues that arise suddenly (eg. ear/eye infections, UTIs, rashes, animal bites etc.). Prescription renewals will not be processed during this time.

## Referrals - Now Available Online

Referrals for physiotherapy, massage, orthotics, and mental health services are now available online through the WCFHT Patient Portal. Send us a portal message requesting a referral indicating the service you are seeking along with the reason for referral. Completed referrals can then be printed from the “Documents” area in your portal account in the “Referrals” menu.

To login or register, visit: <https://portal.wcfht.ca/>

## Mental Health and Wellness

### Free internet-based cognitive behavioural therapy programs

The Government of Ontario is funding a variety of mental health resources that can be accessed online for free during the pandemic. This includes internet-based cognitive behavioural therapy (iCBT) programs such as AbilitiCBT by Morneau Shepell and Beacon Digital Therapy by MindBeacon.

Internet-based cognitive behavioural therapy (iCBT) programs offer guided support by professional therapists, and can help people develop skills and strategies to address symptoms of mild to moderate anxiety and/or depression. They can also help people cope with situations related to COVID-19 such as isolation, pressure caring for family and community members, information overload and stress.

The programs are free to Ontarians ages 16+ and are available in English and French.

To access these supports, visit: [covid-19.ontario.ca](https://covid-19.ontario.ca)



## BounceBack

Bounceback is a free skill-building program designed to help adults and youth ages 15+ manage symptoms of depression and anxiety. It offers two forms of help.

1. Telephone coaching and workbooks. Ask your family doctor or nurse practitioner for a referral or self refer by visiting [bouncebackontario.ca](https://bouncebackontario.ca)
2. Bounceback Today Online Video. No referral necessary. Videos available at [bouncebackvideo.ca](https://bouncebackvideo.ca) (enter access code: bbtodayon)

For youth 15+ and adults - telephone coaching and workbooks available in multiple languages. <https://bouncebackontario.ca/>



## Big White Wall

Big White Wall offers online peer support and self-management for people experiencing symptoms of mild to moderate depression and anxiety. Practice art-therapy or join in the community discussion forums. Participation is anonymous. For youth 16+ and adults. Registration is free to Ontarians, no referral required.

[www.BigWhiteWall.com](https://www.BigWhiteWall.com)

## Online Medication Renewals

WEST CARLETON FAMILY HEALTH TEAM

Since the start of the pandemic, we have been receiving a larger than normal volume of calls. If you are looking to renew a medication, we ask that you please request a renewal through the Patient Portal. This allows you to review the list to ensure the information we have on file for you is correct before we process the renewal request. Online renewals are more convenient; however will not necessarily be faster than other methods. Renew your prescriptions at least two weeks before you run out.

Step 1: Call your pharmacy and ask for a list of medications you need renewed.

Step 2: Login to your Patient Portal account and select the Medications menu.

Step 3: Complete a medication review to ensure the medication list we have on file is up-to-date.

Step 4: Check that "My Pharmacy" displays the correct pharmacy that you want your prescription sent to.

Step 5: Check off ALL the medications you will need renewed in the next 3 months. Select "Renew selected medications"

You will receive a portal message when the prescription has been sent to your pharmacy.

Non-urgent questions about a medication can be sent through the Patient Portal in the form of a message. For all urgent inquiries, please call and speak with a triage nurse.

To login/register, visit: <https://portal.wcfht.ca/>



## Mindfulness Sessions

Join community members online for a 45 minute guided mindfulness practice by Western Ottawa Community Resource Centre. This free, online five-week mindfulness class will include a bit of theory followed by a guided mindfulness practice.

Starting: Tuesday, August 25, 2020 - Online

For more information or to register, visit: <https://wocrc.ca/events/45-minute-mindfulness/>

Registration closes on August 21, 2020.



## Nutrition Counselling

WEST CARLETON FAMILY HEALTH TEAM

Healthy eating can help us feel better in times of stress. People often choose comfort foods that can lead us feeling worse in the long run. If you'd like support with your healthy eating goals - schedule a visit with our dietitian.

Dietitians promote health and wellbeing through good nutrition and healthy eating habits. They work collaboratively with clients to establish a plan for healthy eating and tailor advice to meet the client's personal needs and challenges. If you have a question about food and healthy eating or need some help with meal preparation and planning, call us for an appointment!

This service is offered free of charge and available to all registered patients of the West Carleton FHT. We are currently offering appointments over the phone.

For more information, visit: <https://www.wcfht.ca/nutrition.html>



## Cancer and COVID-19 Webinar Series

CANADIAN CANCER SOCIETY

The Canadian Cancer Society has launched a COVID-19 and cancer webinar series to help offer support and information to people with cancer and their caregivers. The series features expert input on central issues affecting people living with cancer during the pandemic. These webinars are accessible for viewing any time and you can begin watching immediately after registering.

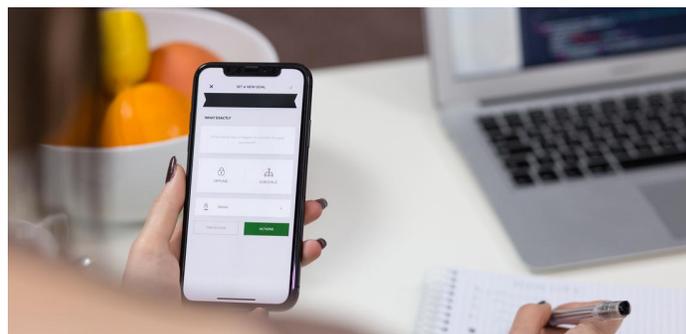
For more information, [click here](#).



## COVID-19 Contact Tracing App

The federal government has endorsed COVID Alert, a new contact tracing app expected to launch in Ontario this month. The app uses Bluetooth technology to communicate between mobile devices in alerting of the potential exposure to COVID-19. When a user tests positive, they would enter an anonymous code into the app. Users will receive a notification if they have had prolonged, close contact with someone who has tested positive for COVID-19 and also uses the app.

Be on the lookout for more information in the coming weeks.



## Face Masks

Patients visiting the medical centre are required to wear a mask during the duration of their visit. Patients who do not have a mask will be provided with a disposable medical mask upon entry.

As of Tuesday, July 7, face masks are now mandatory in enclosed public spaces in Ottawa. These spaces include shops, community centres, malls, and places of worship. Medical masks can help reduce the spread of infection, alongside physical distancing, handwashing, and limiting trips in public.

To learn more about where masks are required, please visit [Ottawa Public Health's website](#).

Thank you for reading the August update! If you have any questions or comments about clinic events or are organizing your own (free) community health promotions event, feel free to contact Talia at [taliai@wcfht.ca](mailto:taliai@wcfht.ca)

Follow us on Facebook and Twitter (@WestCarletonFHT) for updates on clinic and community programs and events as well as up to date information on local health advisories.

