

APRIL 2020

# WEST CARLETON FAMILY HEALTH TEAM

Monthly Clinic and Community Newsletter

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## Virtual Visits: Preparing for your Virtual Appointment

WEST CARLETON FAMILY HEALTH TEAM

In response to COVID-19, we are taking measures to protect our patients and staff. This means several changes to our policies and booking guidelines to keep in line with current recommendations. Some appointments are being rescheduled, while others are conducted by virtual means - phone or video.

### Preparing for your virtual appointment

If you have been notified that your upcoming appointment has been changed to a virtual visit, please prepare ahead of time with the following guidance:

- Be available for your scheduled appointment time. Remove any call blocker. Some providers are working remotely and therefore calls may be coming from a “private” “blocked” or “unknown” number.
- Have your full medication list on hand. Make a list of any medication refills you require along with your desired pharmacy information (address and fax number).
- If you take blood pressure medication, have diabetes, or heart disease, please obtain home blood pressure readings prior to the visit. We recommend the standardized home assessment be performed. For instructions, [click here](#).
- If you are treated for a mood disorder (anxiety or depression), please complete the GAD-7 and PHQ-9 mood [questionnaires](#) prior to your appointment and be ready to discuss the questions.



## Preparing for your Appointment Cont'd

During your telephone visit, your provider may determine that transitioning the visit to a VIDEO visit is more appropriate. To prepare, please have a device with an internet connection, webcam, microphone and speakers on hand. It can be a tablet, computer, or smartphone. The service we use is doxy.me (<https://doxy.me/patients>). This service is privacy and security compliant and can be used without any downloads.



## Weekend Urgent Care Clinic

For the weekend urgent care clinic, we have been holding appointments by telephone only (not in person) with a physician. This is an effort to ensure we can appropriately screen our patients and avoid putting our most vulnerable patients at risk. 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 either book you a phone appointment with one of our physicians or transfer you to speak with a nurse who will assess your symptoms over the phone before discussing your issue with the doctor. We are not accepting walk-ins at this time.

## Mental Health and Wellness

It's normal for situations like COVID-19 to affect your mental health. If you are feeling stress or concern, it is important to practice positive coping strategies. Our mental health workers continue to provide counselling services virtually by telephone or video. Speak with your doctor or nurse practitioner if you would like to be referred to a mental health counsellor.

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

Our team of mental health workers has compiled a list of Ottawa-area resources that can also help to support you and your loved ones during this difficult time. For a list of available resources, [click here](#).



## Saying Thank You

Many patients have expressed that they'd like to show their gratitude to the health care workers of WCFHT during this time of crisis. We appreciate this and would simply request that you contact us at [COVID@wcfht.ca](mailto:COVID@wcfht.ca) prior to arranging anything so we can discuss your ideas.



## Online Health Promotion Workshops

LIVING HEALTHY CHAMPLAIN

The following workshops are hosted online, meaning you can participate from home. The workshops are highly interactive and free to join - without a referral. You will be able to see and interact with your facilitators and the other members of your group. You can choose whether or not to be seen on camera. After registering you will receive instructions on how to join.

### Living a Healthy Life with Chronic Conditions

A six week workshop for anyone with a chronic health condition as well as their family members and/or caregivers. This could include diabetes, heart disease, arthritis, lung disease, and other chronic health issues.

<https://www.livinghealthychamplain.ca/en/workshops>

### Living a Healthy Life with Chronic Pain

A six week workshop for anyone suffering from pain which could include but is not limited to: low back pain, pain from motor vehicle accidents, arthritis, and fibromyalgia.

<https://www.livinghealthychamplain.ca/en/workshops>

### Help with Your Health Online

This five week interactive series is for anyone looking for support to optimally manage their health. Each week you will make a plan that supports health changes that are important to you. Topics include: planning for your health, preparing for your medical appointment, understanding your medications, food labels, and stress and sleep.

<https://www.selfmanagementontario.ca/>

## Unsafe at Home: Text and Chat Support for Violence and Abuse

UNSAFE AT HOME OTTAWA

Unsafe at Home Ottawa is a secure text and online chat service for women who may be living through increased violence and abuse at home during the COVID-19 pandemic. Trained counsellors provide emotional support, information, resources and safety planning ideas. Text and online chat is available 7 days a week from 8:30 am to midnight.

To access support, text: (613) 704-5535, or chat online: <https://unsafeathomeottawa.ca/>



## Ontario Virtual Care Clinic

ONTARIO HEALTH

Ontarians can now connect to an on-call doctor by video or audio for non-urgent issues during the COVID-19 pandemic. It is important to note, this service does not replace usual care. To WCFHT patients, we encourage you to contact us with your medical needs first. If your issue arises suddenly at a time outside of our regular office hours and you feel that you need to be seen, you may try this service.

<https://seethedoctor.ca/>



## Community Resources

### WESTERN OTTAWA COMMUNITY RESOURCE CENTRE

Western Ottawa Community Resource Centre (WOCRC) continues to provide support to vulnerable, isolated community members in Kanata, Nepean, Goulbourn and West Carleton.

These services include:

- Telephone based crisis intervention
- Telephone based crisis counselling
- Telephone based check-ins
- Telephone based counselling for women experiencing gender based violence
- Grocery/supply delivery
- Medically necessary transportation
- Online groups for youth (ZONE, ZONE+, and Queerios)
- Virtual programming for families with young children through EarlyON Child and Family Centre
- Virtual Caregiver Support for individuals caring for someone living with dementia

For information or to request a service, contact WOCRC by phone at 613-591-3686 or by email [info@wocrc.ca](mailto:info@wocrc.ca)

## West Carleton Food Access Centre

The food bank is open to all West Carleton residents year-round for those in need. The West Carleton Food Access Centre is our local food bank and provides up to 4-5 days of food once a month, including fresh food.

For information or to place an order, call Monday, Wednesday, Friday, 9:00 am - 1:00 pm. Tel: 613-832-5685 Email: [WCfoodaid@gmail.com](mailto:WCfoodaid@gmail.com)



Thank you for reading the April 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.

