

OCTOBER 2019

WEST CARLETON FAMILY HEALTH TEAM

Monthly Clinic and Community Newsletter

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New Uninsured Service Fees

Please note OHIP has implemented billing changes for two services we offer. Patients will be required to pay when they receive either of the following services in-office:

- *Ear wax removal* (also known as ear wash or ear syringe) is no longer covered for routine plugged/blocked ears. Patients will be required to pay a \$30 fee for ear wax removal.
- *Pregnancy urine tests* for testing or confirming pregnancy are no longer covered. Home pregnancy tests are encouraged. Patients will be required to pay a \$10 fee for urine pregnancy tests in office.

The above changes are in effect as of October 1, 2019.

Ordered Diagnostic Tests - Your Action May be Required!

In an effort to reconcile ordered tests and ensure that diagnostic test and medical image results are up-to-date, we have dedicated staff towards keeping track of ordered tests.

What we ask of you:

If you know that a diagnostic test has been ordered for you (e.g. abdominal or pelvic ultrasound, radiology, echocardiogram etc.) which you have **not** completed for any reason, please let us know! Call us at 613-839-3271 and leave a message on extension 170. Provide your name, date of birth, the diagnostic test, and the reason you will not be completing the test. Thank you for your cooperation.



Nurturing Your Child in the Age of Anxiety

CARP HEALTH ACCESS

We are thrilled to partner with Carp Health Access and Family Services Ottawa in presenting the next event in their Community Education Series: Nurturing Your Child in the Age of Anxiety. Come discover the current thinking on how the developing brain affects children's behaviour, ways to identify the causes and early signs of anxiety and depression; healthy coping strategies, protective factors, and practical tools, and community programs to support you and your family. An expert panel of mental health professionals will provide parents with information and offer ways to support positive mental health.

- Carole Legault (Ottawa Public Health)
- Tracy Vaillancourt (University of Ottawa)
- Linda Rombough (Family Services Ottawa)
- Mia Doré (Western Ottawa Resource Centre)

The event is free but spaces are limited. Time for further one-on-one questions, networking, and refreshments will follow the presentations. There is ample free parking and the facility is wheelchair accessible.

Saturday, October 26, 10:00 am – 12:00 pm
St. James Anglican Church, 3774 Carp Road, Carp

For information or to register, [click here](#).



HPV Prevention Week

October 1-7 is HPV Prevention Week. Human papilloma virus (HPV) is a group of more than 100 different types of viruses, with some types that pose an increased risk for genital warts and certain types of cancer. Approximately 75% of sexually active Canadians will have at least one HPV infection in their lifetime. Both men and women can be infected by HPV. Infections from the most common cancer-causing types of HPV can be prevented with the HPV vaccine.

For more information about HPV and why it's important to get vaccinated, check out the links provided below.

HPV and Vaccination: The Basics

[From the Experts](#)

[About the Vaccine](#)

[For Teens](#)

[About the immunization program in schools](#)

Cervical Cancer Awareness Week

October 21-25 is Cervical Cancer Awareness Week. If you are a woman between the ages of 21-69 and have ever been sexually active, it is recommended that you have regular Pap tests. A Pap test will detect abnormal cells in the cervix that could lead to cervical cancer later in life.

If you're unsure when you are due for your next Pap test, check your Health Plan in our health portal. Not a portal user? Register today at <https://portal.wcfht.ca/>





Office Closure: Thanksgiving Weekend

The clinic will be CLOSED on Monday, October 14 (no urgent care clinic).

Saturday, October 12 & Sunday, October 13:
Urgent care 10 am – 1 pm (WCFHT patients only)

We will be back to our regular hours on Tuesday, October 15th at 8:00 am

911 for emergencies | Telehealth 1-866-553-7205



Workshop: Introducing Solid Foods

WEST CARLETON FAMILY HEALTH TEAM

Join WCFHT's registered dietitian in this workshop that helps parents learn when, what and how to start feeding your baby solid foods from 6 months to 1 year. You'll take home handouts, recipes, and learn how to easily make homemade food for your baby. Workshop is facilitated by Courtney Fowler, RD.

Tuesday, October 8, 10:00 – 11:15 a.m.
West Carleton FHT, Conference Room (lower level),
119 Langstaff Drive, Carp, ON

Please note: it is ideal to take this course when your baby is 4-9 months, but other ages welcome. Babies are welcome to attend!

For information or to register, contact Courtney 613-839-3271 x109 or email Courtney@wcfht.ca

Workshop: Craving Change

WEST CARLETON FAMILY HEALTH TEAM

We are pleased to once again offer patients a 4-week workshop, Craving Change. This program is designed for patients who struggle to maintain healthy eating habits, say they eat for comfort or in response to strong feelings, and want to be more skillful when they experience food cravings and temptations. You will explore reasons why you eat the way you do and uncover your personal eating triggers, learn strategies to make positive changes to the way you eat, and experiment with changing your eating behaviours over the long-term. It is not a weight loss class.

This course is facilitated by WCFHT's registered dietitian and health promoter.

Thursday, November 7, 14, 21, 28, 2:00 – 4:00 pm
West Carleton FHT, Conference Room (lower level),
119 Langstaff Drive, Carp, ON

The Craving Change program may not be appropriate for you if you have been diagnosed with an eating disorder. Speak with your healthcare provider to help decide if this program is right for you.

Space is limited and spots will be filled on a first-come, first-served basis. Please note: there is a \$10 fee for the course workbook that is to be paid at the first session.

For more information or to register, contact Talia 613-839-3271 x179 or email taliai@wcfht.ca





Flu Shots Update

Due to delays in distribution we should not expect to receive the annual flu vaccine before November. This is slightly later than usual. Once the flu vaccine is available, we will send out an email and post a notice to our website reminding patients to book an appointment. Please do not call us to book before this time.

The province has also indicated that the nasal spray version of the flu vaccine, previously available to children and youth will not be available in Canada this flu season.

Anyone aged six months and older who lives, works or attends school in Ontario is eligible to receive the publicly funded flu vaccine. You can get your flu vaccine from your local pharmacist or Ottawa Public Health flu clinics, along with your family doctor.

Scent Policy

At the West Carleton Family Health Team we have a NO scents policy. Some of our clients and members of our staff are sensitive to fragranced products which can trigger severe asthma attacks or other allergic reactions. When visiting our clinic, please refrain from wearing scented products (e.g. perfume, cologne, body spray, strong soaps, laundry detergents etc.). Thank you for helping us keep the air we share clear and fragrance-free.

Bring your OHIP Card to Every Appointment

We would like to remind our patients to bring their OHIP card (health card) to every appointment. Without validating your health card and seeing it in person, we may be required to issue a bill for the service you receive.

We also ask that you confirm your contact information at every visit. It is important that we have up-to-date contact information on file should we need to reach you with results or reminders/changes to your appointment. If you move or change your phone number or email address, please notify us for **all** family members. Your child or spouse's account information will not automatically be updated.

Please verify that your information is accurate by checking Account in your health portal.
<https://portal.wcfht.ca/>

Thank you for your cooperation.



Thank you for reading the October 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

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.

