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Holiday Clinic Schedule



We hope your holiday season is filled with health and happiness. Best wishes for this holiday season,

Toronto Western Family Health Team

CLINIC UPDATES

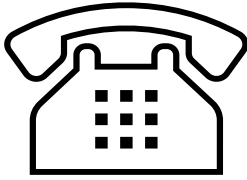
Changes to Appointment Types



As of December 1st, 2022, all **physician & nurse practitioner appointments for new medical concerns** will be scheduled **in-person**.

Virtual visits will no longer be scheduled for new concerns. For follow-up appointments for the same medical issue, your doctor or nurse practitioner may indicate that a phone or video appointment is appropriate. Your provider will indicate this at your in-person visit.

Phone Access

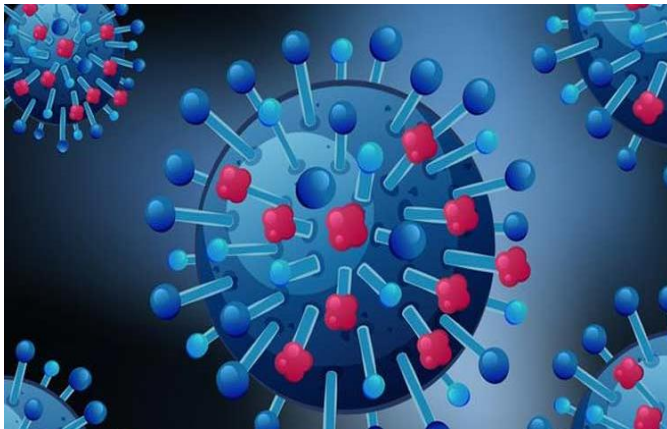


We acknowledge that phone access at our clinic has been challenging. We are experiencing an extremely high volume in phone calls and appointment requests. We continue to work on improving phone access and thank you in advance for your understanding.

Please consider **on-line booking** for non-urgent appointments. Please note that annual physicals, well baby/child visits, and counselling cannot be booked online.

On-line booking can be done through [our website](#).

Managing COVID, Cold & Flu at Home




There are many viruses that are spreading now and will continue to spread for the foreseeable future.

Visit [our website](#) for more information about how you can manage your viral symptoms at home.

Holiday Clinic Schedule

Please note the following changes to our clinic schedule during the holidays.

2022	MON 19 th Dec	TUE 20 th Dec	WED 21 st Dec	THU 22 nd Dec	FRI 23 rd Dec	SAT 24 th Dec
Clinic Hours	9am - 8pm 	9am - 8pm 	1:30 - 8pm 	9am - 8pm 	8:30am - 5 pm 	-
Urgent Care	-	-	-	-	5pm to 8pm 	9 am - 3pm 

2022	MON 26 th Dec	TUE 27 th Dec	WED 28 th Dec	THU 29 th Dec	FRI 30 th Dec	SAT 31 st Dec
Clinic Hours	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	-
Urgent Care	-	-	9 am - 8pm 	9 am - 8pm 	9 am - 8pm 	9 am - 3pm 

2023	MON 2 nd JAN	TUE 3 rd JAN	WED 4 th JAN	THU 5 th JAN	FRI 6 th JAN	SAT 7 th JAN
Clinic Hours	CLOSED New Year's Day	9am - 8pm 	1:30 - 8pm 	9am - 8pm 	8:30am - 5 pm 	-
Urgent Care	-	-	-	-	5pm - 8pm 	9 am - 3pm 

 By appointment ONLY: please call.
  Walk-in only
  Walk-in or by appointment: please try to call first.

Click [here](#) for essential information regarding urgent care clinics.

Health Information

Educating yourself about health issues is an important part of managing your health. The internet has become a popular resource to learn about health and medical conditions, however not all the information found online is accurate. When it comes to your health, it is important to trust in the information provided to you by your healthcare provider. This [health literacy roadmap](#) can help you manage and make decisions about your health.

The health literacy environment



The Toronto Western Family Health Team is committed to promoting health literacy with accurate and evidence-based health information. Visit [our website](#) for upcoming Health Education Programs and Workshops.

Where can I get accurate information online related to my health?

- [TW FHT Website](#)
- [UHN Patient Education and Engagement](#)
- [About Kids Health](#)
- [Kids Health](#)
- [Kids Help Phone](#)
- [Anxiety Canada](#)
- [Arthritis](#)
- [Canada's Food Guide](#)
- [Canadian Mental Health Association](#)
- [Diabetes](#)
- [Heart and Stroke](#)
- [Hypertension](#)
- [Lung Health Foundation](#)
- [Mental Health \(CAMH\)](#)
- [Mood Disorders Association of Ontario](#)
- [Nutrition](#)
- [Pregnancy](#)
- [Vaccines and Immunization](#)
- [Wellness Together Canada](#)

To learn more about how to use the internet to find information about your health, [click here](#).

BEWARE OF FRAUD

Fraud is the number one crime against older Canadians. People may use a variety of ways to commit scams that involve money. They may contact you by phone, show up at your door or find you through the internet. Bottomline, do not send any amount of money to someone you have never met.

Tips and Safeguards

- ✓ Keep your personal documents in a secure place, and only carry them if you need them.
- ✓ Never tell another person your PIN or account passwords.
- ✓ Cover your hand when entering your PIN at bank machines and when making store purchases.
- ✓ Shred old bills and statements.
- ✓ Never give out your credit card, bank account, or personal information to someone over the phone, at the door, or over the Internet unless you know the person or organization you are dealing with.
- ✓ Do not sign an agreement or contract to buy anything without giving yourself time to think it over.
- ✓ Be suspicious if someone you don't know asks you to send them money.
- ✓ Before hiring someone or agreeing to have work done on your home, ask for proof of identity and references.

*For more information about frauds and scams visit the following websites
[Financial Consumer](#) & [What Every Canadian Should Know about: Fraud and Scams](#)*

THE 7 RED FLAGS OF PHISHING



Phishing is one of the most common threats you can encounter online. Luckily, phishing messages can be easy to spot – if you know what you’re looking for.

Here are the 7 biggest red flags you should check for when you receive an email or text.

1 URGENT OR THREATENING LANGUAGE

Real emergencies don't happen over email.

LOOK OUT FOR:

- Pressure to respond quickly
- Threats of closing your account or taking legal action



2 REQUESTS FOR SENSITIVE INFORMATION

Anyone asking for personal information over email or text probably shouldn't be trusted with it, anyway.

LOOK OUT FOR:

- Links directing you to login pages
- Requests to update your account information
- Demands for your financial information, even from your bank

3 ANYTHING TOO GOOD TO BE TRUE

Winning a lottery is unlikely. Winning a lottery you didn't enter is **impossible!**

LOOK OUT FOR:

- Winnings from contests you've never entered
- Prizes you have to pay to receive
- Inheritance from long-lost relatives

4 UNEXPECTED EMAILS

Expect the unexpected, and then send it right to the **trash**.

LOOK OUT FOR:

- Receipts for items you didn't purchase
- Updates on deliveries for things you didn't order



5 INFORMATION MISMATCHES

Searching for clues in a phishing email puts your love of true crime podcasts to good use.

LOOK OUT FOR:

- Incorrect (but maybe similar) sender email addresses
- Links that don't go to official websites
- Spelling or grammar errors, beyond the odd typo, that a legitimate organization wouldn't miss

6 SUSPICIOUS ATTACHMENTS

Attachments might seem like gifts for your inbox. But just like real gifts, they're not always good...

LOOK OUT FOR:

- Attachments you didn't ask for
- Weird file names
- Uncommon file types



7 UNPROFESSIONAL DESIGN

For some reason, hiring a graphic designer isn't on a cyber criminal's priority list. 🙄

LOOK OUT FOR:

- Incorrect or blurry logos
- Image-only emails (no highlightable text)
- Company emails with little, poor or no formatting

IF YOU SPOT ANY OF THESE RED FLAGS IN A MESSAGE:

- don't click any links
- don't reply or forward
- don't open attachments

DELETE THE EMAIL OR TEXT, OR REACH OUT TO THE SENDER THROUGH A DIFFERENT CHANNEL IF YOU'RE NOT SURE.

Get more tips to secure your accounts and devices at

Gender-Based Violence

Trigger Warning: Please note, this article carries a trigger warning as it discusses intimate partner violence.



Dec 6 is Canada's **National Day of Remembrance and Action on Violence Against Women**. This is a day to remember those who have experienced gender-based violence and have died because of it.

What is Gender-Based Violence?

Gender-based violence is harmful acts, whether physical or emotional against a person based on their gender. Women, girls, Two Spirit, trans and non-binary people are at highest risk for gender-based violence. The violence can happen in private or in public, and can occur in many ways: sexual, physical, mental, financial, threats of violence, bullying and manipulation. For more information [click here](#).



What are signs that you may be in an abusive relationship?

- Your partner calls you names, makes jokes at your expense, or humiliates you (in private or in front of others)
- Your partner constantly demands to know where you are, what you are doing, and who you are with
- Your partner destroys your possessions
- Your partner has threatened to kill you, others, or themselves if you leave
- Your partner used physical force against you or others
- Your partner constantly questions your spending or takes control of your money

For a full list of warning signs visit the [Canadian Women's Foundation Website](#)

Where to get HELP



[Assaulted Women's Helpline](#) (assistance available in over 200 languages):

1.888.364.1210

- [Ontario Native Women's Association](#) 1-800-667-0816
- [LGBT Youth Line](#) 1-800-268-9688
- [Seniors Safety Line](#) – 1-866-299-1011

Safety Planning

*Often, the most dangerous time for someone in an abusive relationship is when they attempt to leave. For this reason, it is very important to **develop a safety plan**.*

*Victim Services Ontario provides a **Safety Planning Guide** [here](#).*

Research at UHN



Did you know that the **UHN Department of Family and Community Medicine** conducts cutting-edge research in primary care, often together with other leading UHN researchers?

Our amazing team of family medicine researchers conduct world-class studies in critically important areas such as:

- ✓ Innovations for virtual and remote primary health care
- ✓ Developing treatment protocols for patients living with long COVID
- ✓ Discovering surprising new links between health risk factors and disease through something known as 'big data'
- ✓ Supporting culturally safe and effective community interventions for improving health and wellness, especially for those who have difficulty accessing good healthcare

The success of these and future research projects depends on support from people like you, our patients.

Here are two ways you can help:

1. Donate to fund research in specific clinical areas or projects that you care about
2. Offer to be contacted about studies led by our researchers that you can participate in

[***Click here***](#) to find out how you can help.

UHN Monthly Health Talk



Health Talk A free online session for patients, families, staff and community members



Let's Talk About Schizophrenia

Topics

- What is schizophrenia
- Signs of schizophrenia
- Myths about schizophrenia
- How to support someone who has schizophrenia

Presenters

- **Chris Whittaker**, UHN Patient Guest Speaker
- **Aideen Carroll**, Advanced Practice Nurse Educator, Mental Health, University Health Network
- **Rachel Yang**, Registered Nurse, Inpatient Psychiatry Unit, University Health Network

Date and time

Thursday, January 26, 2023
1:00 p.m. to 2:00 p.m.

Agenda

1:00 p.m.: Welcome
1:03 p.m.: Introduction of Presenters
1:06 p.m.: Presentation
1:41 p.m.: Question and Answer Period

How to participate



Watch the livestream on [YouTube](#). Go to <https://bit.ly/UHNHealthTalk-Jan2023> or click the QR code.

Submit your questions for the presenters on [Slido](#).

To register: Go to the [registration form](#) or call 416 603 6290.

For more information: Email pfep@uhn.ca or call 416 603 6290.

www.uhnpatienteducation.ca



Patient Education



UHN

Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute

UHN Monthly Health Talk

Contact us

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 Website: twfht.ca

Location

Bathurst Site: 440 Bathurst Street, 3rd floor