



## In this newsletter:

- [Clinic Updates](#)
- [Patient Experience Data](#)
- [Ticks & Lyme Disease](#)
- [Mental Health Resources](#)

### **CLINIC UPDATES:**

#### **URGENT CARE CLINIC:**

Effective July 2<sup>nd</sup>, 2022, there will be changes to the urgent care clinic:

- Hours are Saturday from 9am-3pm
- Please do not call ahead-just come to the clinic if you have an urgent health issue
- The clinic is for **urgent** health care needs of FHT patients only
- Urgent care is for health concerns that cannot wait for the primary care provider the following week. Examples include infections and injuries, new abdominal pain, worsening headache, urgent fever in children under the age of 5.
- Physicals and regular follow up appointments will not be addressed at the urgent care clinic

### **MASKING REQUIREMENTS:**



UHN is continuing its universal masking policy for every person (patients and visitors) coming into any hospital area, including the FHT.

Thank you for understanding our commitment to keep our patients and staff safe.

## **E-MAILS FROM THE FHT:**

A friendly reminder that any e-mails sent by your provider will have **"Toronto Western Family Health Team Bathurst"** listed as the sender. You will not see your provider's name until you click on the e-mail to open it.

For security reasons, you will be asked to type in your date of birth before you can access the content of the e-mail.



Please read all e-mail communication sent by the FHT, as these e-mails contain important information about upcoming appointments, clinic updates, bloodwork requisitions, test results and follow-up instructions.

You may need to check your junk mail folder periodically.

## **CHANGES TO myUHN**

myUHN is a secure website for UHN patients that lets you see your appointments and access test results, as soon as they are ready.



A new version of myUHN launched on June 4<sup>th</sup>, 2022.

In previous newsletters, we had reminded you to sign into your myUHN account at least once between April 1<sup>st</sup> and June 3<sup>rd</sup>, 2022 to make sure your e-mail and password were transferred to the new patient portal.

If you did not login between April and June, unfortunately you will need to create a new account.

[Click here to register](#)

# PATIENT EXPERIENCES WITH CARE

SURVEY FINDINGS: WAVE 5 SUMMARY

The most recent patient experience survey was sent between November 2021 and February 2022 to our patients electronically at 13 of our teaching clinics. We received **the most responses** we've ever received for our wave 5 survey, allowing us to learn from more patients.

## WHAT'S NEW

We included new questions in our most recent survey to learn more from you:

**1** Booking experience

**2** Phone experience

## WHAT WE LEARNED



For patients who rated their phone booking experience as fair or poor, the top reasons were:



## CARE EXPERIENCE



## NEXT STEPS



Based on these survey results, many of our teams are working on reducing wait times on the phone. We recently held [virtual sessions](#) for teams at different clinics to share what they have tried and learn together how we can better access to care.

Click [here](#) to learn more about our survey.

## **TICKS & LYME DISEASE:**

### **Planning to spend time in the wooded areas this summer?**



Tick populations are expanding in Canada, and early detection and removal of ticks is important in the prevention of Lyme disease.

In Ontario, an infected blacklegged tick is the only type of tick that can spread Lyme disease.

The overall risk of acquiring Lyme disease in Toronto is low but is increased if doing activities in wooded and bushy areas in the eastern parts of Toronto.

[Etick](#), an electronic tick identification platform, is now available in Ontario. Anyone who finds a tick can submit a photo and receive species identification results in 48 hours. The results and statistics are posted to the website.

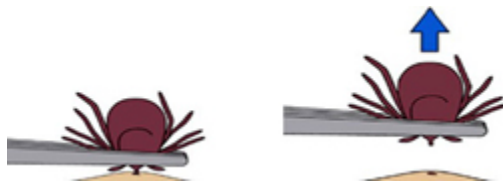
### **Prevention:**

- Wear long pants and long sleeves.
- Light coloured clothing may make ticks easier to spot.
- Apply insect repellent containing DEET.
- After spending time outdoors in wooded or bushy areas, shower to remove ticks before they become attached.
- Carefully check your full body and head for attached ticks.
- If you find a tick on your body, remove it as soon as possible.
- Remember to also check your children and pets for ticks.
- Mow the lawn regularly.
- Remove leaf litter, brush and weeds from the edge of the lawn.
- Keep tree branches and shrubs trimmed to let in more sunlight.
- Move children's swing sets and sandboxes away from the woodland's edge and consider placing them on a woodchip or mulch foundation.
- Ticks feed on rodents, deer and birds. Discourage rodents by sealing stonewalls and small openings around the yard. Use plantings that do not attract deer or exclude deer by fencing. Keep bird feeders away from the house.

## How to Safely Remove a Tick

Removing a tick is the same for humans and animals. It's important you **do not crush or damage the tick** because it could cause Lyme bacteria to pass from the tick into your bloodstream.

1. Use fine-tipped tweezers and grasp the tick as close to your skin as possible.
  - **Do not** use a lit match or cigarette, nail polish or nail polish remover, petroleum jelly (for example, Vaseline), liquid soap or kerosene to remove the tick.
2. Pull the tick straight out, gently but firmly.
  - **Do not** jerk or twist the tweezers while pulling the tick out.
  - **Do not** squeeze the tick – you might crush it.



3. Once you have removed a tick, wash your skin with soap and water and then disinfect your skin and your hands with rubbing alcohol or an iodine swab.
4. Before disposing of the tick, call or check the website of your [local public health unit](#) to get advice on how to identify the tick. You can also submit a photo of the tick to [etick.ca](http://etick.ca) for identification.

## **Treatment**

A single dose of oral doxycycline may be offered to individuals of any age when the following conditions are met:

1. Adult blacklegged tick was attached for more than 24 hours. Treatment can be started within 72 hours from the time the tick was removed.
2. Person was exposed in an area where ecological information indicates that the rate of infection of ticks is greater than 20%.

## **MENTAL HEALTH RESOURCES**



**If your child  
is struggling,  
we can help.**

**Call us  
1-866-585-6486**



**Help Ahead is the centralized phone line for children, youth (under 18), and their families to access mental health & well-being resources in Toronto.**

**Hours of operation: Monday to Friday, 9am-7pm, Saturday, 9am-5pm.**





## Feeling low? Stressed? Anxious?

BounceBack® can help!

**BounceBack®: Reclaim your health** is a free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety. It offers two forms of help.

### 1 Telephone coaching and workbooks

**A referral is required to participate.** Your family doctor or nurse practitioner can provide you with a referral. Alternatively, you can self-refer. To access the referral form, visit: [bouncebackontario.ca](http://bouncebackontario.ca)

BounceBack is a guided self-help program in which a coach supports you in working through a series of workbooks.

- The program involves three to six telephone coaching sessions, which you can do from the comfort of your home.
- Your coach is there to help you develop new skills, keep you motivated, and monitor how you're doing.
- You and your coach will select from among 20 workbook topics that are best suited to your current needs. Some popular workbooks are: Being assertive; Changing extreme and unhelpful thinking; Overcoming sleep problems.
- Telephone coaching and workbooks are available in multiple languages.

### 2 BounceBack Today online videos

**No referral is necessary.** You can start watching our online video series today! Visit: [bouncebackvideo.ca](http://bouncebackvideo.ca) and enter access code: **bbtodayon**

BounceBack Today videos offer practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living.

The videos are available in English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

Funded by the Government of Ontario

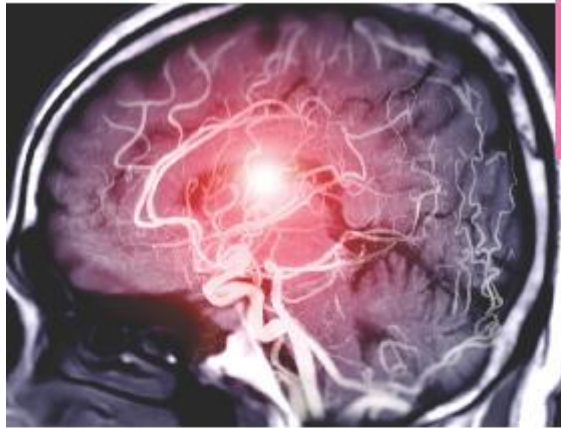


Canadian Mental  
Health Association  
Ontario





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



# Stroke

## Topics

- Warning signs
- Risk factors
- Prevention tips
- Resources at UHN and in the community

## Presenters

- **UHN Patient Partner**
- **Relu Wiegner**, Clinical Nurse Specialist, Stroke Prevention Clinic, Toronto Western Hospital
- **Sherry Darling**, Speech Language Pathologist, Stroke Prevention Clinic, Toronto Western Hospital

## Date and time

**Thursday, June 30, 2022**

**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, Closing Remarks

## How to participate



Watch the livestream on YouTube. Go to <https://bit.ly/UHNHealthTalk-Jun2022> or use your smartphone's camera or QR code reader app to scan the code.

Submit your questions on Sli.do at <http://sli.do/UHNHealthTalk>.

**To register:** Go to <http://bit.ly/UHNHealthTalk-Register> or call 416 603 6290

**For more information:** Email [pfep@uhn.ca](mailto:pfep@uhn.ca) or call 416 603 6290

[www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca)

 Approved by Public Affairs  
for posting until: JUN 30 2022



**Patient Education**



Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab  
Michael J. Fox Institute



## Contact us

 Phone: 416 603 5888

 Website: [twfht.ca](http://twfht.ca)

## Location

Garrison Site: 928 St. Clair Avenue West