



Toronto Western
Family Health Team
Garrison Creek



COVID UPDATE

Dear FHT patient,

We are making changes to our office policies in light of the declaration of a pandemic by the WHO. PLEASE read this email bulletin as the means of accessing care will be modified for the coming days and weeks.

Appointments

VIRTUAL CARE WILL BE AVAILABLE TO ALL PATIENTS. This may take the form of phone calls, video conferencing or messaging. This type of visit will be offered for any issues for which an exam is NOT urgently required.

You can arrange a virtual appointment by contacting our reception team, [making a request on the website](#) or by using the online appointment booking for your provider.

ALL OFFICE VISITS MUST BE PRE-BOOKED. This includes after-hours urgent care visits and Saturday clinic. We WILL not see patients who walk in, in order to protect other patients and our staff. We will have a limited number of doctors in the office every weekday to provide care for patients who must be examined.

PRENATAL AND WELL-BABY (under age of 2 years) VISITS WILL CONTINUE.

ALL PHYSICALS/PERIODIC HEALTH EXAMS and WELL CHILD VISITS (> age 2) ARE CANCELLED AT THIS TIME. These will be rescheduled once the situation has improved.

If you would like to cancel your appointment as you feel it is not urgent at this time, please call us or go to our [website to leave us a non-urgent message](#).

Call volumes are extremely high –for time sensitive issues, we encourage you to keep trying if you can't get through. As a temporary measure, we are implementing a [direct email option for non-urgent questions or issues](#).

PLEASE ASK YOUR PHARMACY TO SEND PRESCRIPTION RENEWALS BY FAX. We are working hard to ensure that these prescriptions are renewed in a timely manner.

Sick Notes

There was a very recent announcement that no employer can require a sick notes for COVID-19 related absences, including self-isolation, quarantine or acting in accordance with public health information.

For reliable, up-to-date information on COVID-19, we recommend that you use the following websites:

[Toronto Public Health](#)

[Ministry of Health](#)

[Public Health Canada](#)

Also some useful fact sheets regarding the COVID-19 virus.

[COVID-19 Self-assessment](#)

[COVID-19 How to self isolate fact sheet](#)

[COVID-19 Social Distancing and Social Isolation Fact Sheet](#)

[Map of COVID-19 Screening Centres](#)

Warmly,

Toronto Western Family Health Team

Garrison Creek

Contact us



Phone: 416 603 5888



Website: twfht.ca

Location



Garrison Creek Site: 928 St. Clair Avenue West