



March 19, 2020

In these extraordinary and volatile times, the Toronto Western Family Health Team is committed to do everything possible to ensure the safety of our patients and staff. The Covid-19 situation is evolving, and our team has made a number of changes to make sure that we can continue to provide our patients with the highest level of primary care.

What will be different:

Virtual care:

- Virtual care will be available to all patients. This may take the form of phone calls, video conferencing or messaging. The reception team is still your point of contact to request appointments with your provider
- All calls coming from the TW FHT display as "no Caller ID" or "Private" on your phone display
- After a virtual visit, your doctor may decide that it is important for you to come in to the clinic for an in-person assessment.
- Other health providers (NPs, nurses and allied health) are all offering telephone appointments, and will decide if it is important for you to come in to the clinic for a visit

In-Clinic care:

- In order to keep you safe, no in-clinic visits will be booked without an initial phone based assessment. This includes evenings and Saturday urgent care clinics
- We will NOT accept walk-in requests
- We are offering dedicated times for well baby/child immunizations and development checks, so that you can continue to get important immunizations and assessments.

Contacting us:

- We continue to experience extremely high volumes and are doing our best to keep the phone lines free for patient with urgent health needs. For time sensitive issues we encourage you to keep trying until you get through. Our receptionists are doing their very best!
- As a temporary measure, we have created a direct email option for non-urgent health issues. The nurses are triaging and responding to your requests. To use this feature, go to twfht.ca

Coming in to the clinic:

- UHN is screening everyone coming into the hospital. If you are screened positive for any symptoms and do not have an appointment, you will not be allowed to enter the hospital. If you do have an appointment, you will be given a mask, asked to wash your hands, and escorted to the clinic.

Keeping you up-to-date:

- Consent to email. Email is the easiest way that we can keep you up to date, but we need your consent on file. We can send you appointment reminders, information on specialist appointments, important clinic updates and other important information
- Check our website regularly: We are posting important information on our website, both about our services as well as health information you can trust. [Twfht.ca](http://twfht.ca) To ensure that we can provide essential services to patient that need it in a timely manner, **we will not be providing a number of non-essential clinical or administrative services**, such as completion of forms, ear syringing, etc. Our receptionist team will let you know which requests can be done at a later time.

Wishing good health to you all,

Toronto Western Family Health Team

Contact us

 Phone: 416 603 5888

 Website: twfht.ca

Locations

Bathurst Site: 2nd Floor West Wing, 399 Bathurst Street

Garrison Creek Site: 928 St. Clair Avenue West