

Monday March 16, 2020

Dear Family Medicine Patients,

The purpose of this email is to update you on our Family Health Team's operations with COVID 19 in our community. We have made significant changes to how our clinics will be running effective **today, March 16, 2020 to maintain high quality care and keep everyone safe.**

PLEASE DO NOT **DROP IN** TO SEE ANY OF OUR STAFF OR CLINICIANS FOR ANY REASON.

**After hours clinics are CLOSED until further notice starting this evening and all appointments should be made during the day.**

**If you are experiencing any of the following symptoms please call the office for guidance:**

- Fever
- Cough
- Shortness of Breath
- Muscle or Joint Aches
- Runny Nose
- Sore Throat

In line with Public Health recommendations, we will NOT be assessing patients with symptoms consistent with COVID-19 in the office. We will do a telephone assessment to determine whether you should be tested for COVID-19 and guide you to the appropriate resources. COVID -19 Assessment Centres have opened with more scheduled to open over the next week. We do not test for COVID-19 in our office.

#### Booking Appointments

We are temporarily changing the services we offer. **We are postponing all routine and non-urgent visits for the next several weeks** to protect patients from unnecessary exposures to infection and to free up our clinicians to assist in the management of the pandemic.

We will be reviewing all current appointments and you will receive a phone call about an upcoming appointment for further clarification, cancellation or screening. If you would like to cancel your upcoming appointment as you feel it is not urgent at this time, please call us. We will be using email, telephone and virtual visits when possible. For prescription renewals, please have your pharmacist fax us a prescription renewal request.

#### General Information regarding COVID-19

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

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Toronto Public Health: <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

Ministry of Health: <https://www.ontario.ca/page/2019-novel-coronavirus>

Public Health Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

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

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

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

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

We recommend you maintain social distancing, limit your interaction with others especially in large groups. Wash your hands frequently and avoid touching your face. Stay healthy and take care of yourselves and each other.

Warmly,

The Mount Sinai Hospital Academic Family Health Team



*A patient care, teaching and research centre affiliated with University of Toronto.*