

Mount Sinai Academic Family Health Team Quarterly Newsletter

September 2020 Edition

Take care of yourselves and each other. Know that we are here to care for you in these challenging times.

- The Mount Sinai Family Health Team

Newsletter Content:

1. Clinic Information
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(Primary Care Dieticians' Association)
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Clinic Information

Our clinic is OPEN and we are answering our telephone LIVE from 8:30 am until 5:00 pm daily. Patients will be offered a telephone or in person visit depending on the need. If you are due for your annual health exam, we will book the appointment by telephone first and bring you into clinic if needed. We do not accept drop in patients and everyone needs an appointment to enter the clinic. All patients will be emailed or called with a health screening questionnaire the day before an appointment. Please be aware that visitors/companions are not permitted. If you require assistance, please speak to one of our secretaries in advance. We are following Ministry of Health protocols for social distancing and cleaning to keep everyone safe.

Administrative Email

Do you have forms you need completed? Do you have a photo of a rash or skin issue you would like to send us before your appointment? Please email forms and photos to our clinic at Admin.familymed@sinaihealth.ca. As a reminder, we will book appointments over the phone and not by email. We cannot provide medical advice through this email.

Flu Vaccines

We will be scheduling flu vaccine clinics this year as soon as we receive our vaccine shipment in late October/November. This year pharmacies will also have the high dose flu vaccine for people over age 65. We strongly recommend getting a flu vaccine this year in light of the COVID pandemic and that you get the flu shot at your local pharmacy if you are able. **We will send a detailed email about flu shots once we have more information.**

COVID at Home Program

If you are COVID positive, please contact our office to let us know. One of our NPs, Theresa Agnew, will enrol you in our COVID Care at home program to ensure you are followed closely and receiving appropriate care and connection.

New Staff

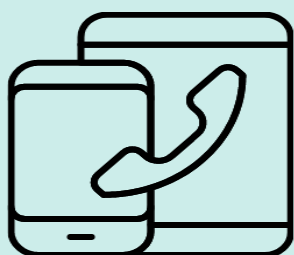
- **Rebecca Casas** is our new Nurse Practitioner.
- Victoria Jakobson is on maternity leave, and **Sadie Larsen** will be starting with us as our complex care coordinator for one year.
- Dr. Warren Rubenstein has retired and **Dr. Sabrina Kolker** has taken over his practice. If you are a previous patient of Dr. Rubenstein's and have not yet re-rostered to Dr. Kolker's practice, please contact our office as soon as possible.
- Our new resident physicians started with us July 1, 2020 and they are looking forward to meeting you on the phone or in person. Many of our recent graduates are staffing Mount Sinai's Assessment Center.



**Mount Sinai
Hospital**
Sinai Health System
Joseph & Wolf Lebovic
Health Complex

"The MSH Academic Family Health Team is committed to pursuing excellence and innovation. Using a collaborative and multidisciplinary team approach to patient care, teaching and research, the MSH Academic Health Team brings the best of what family medicine has to offer to our patients.

PREPARING FOR A PHONE OR VIDEO APPOINTMENT



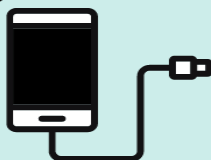
PREPARE FOR THE CONVERSATION

Write down a few points about what you want to discuss. Note any symptoms, when they occur and anything that makes them better or worse.



TEST YOUR CONNECTIONS AND AUDIO

Take time before a video appointment to download any Apps or software you may need i.e) Zoom. For OTN video appointments it is best to use Chrome or Edge as your browser. Check your internet connection or phone signal ahead of time. Check that your speakers are working. Headphones or earbuds can make it easier to hear and add an extra level of privacy.



CHOOSE A DEVICE

For a **video** appointment you will need an email address, computer, tablet or smartphone with a webcam and microphone and internet connection. For privacy reasons use your personal device rather than a public or work device. For a video appointment your health care provider will let you know which App to use.



PREPARE YOUR MEETING PLACE

Choose a **quiet, private place** where you can speak freely and listen carefully. If someone else is in the room let your health care provider know at the start of the meeting. For video appointments choose a well lit space so your health care provider can see you clearly.



IS YOUR DEVICE CHARGED OR PLUGGED IN?

Before the appointment time check that your device is charged and if not plug it in.

Please be ready at your appointment time. We will try to call on time but may be late if previous appointments run late.

Appointment Information

Our appointment services continue to align with COVID19 ministry guidelines - we are minimizing all routine and non-urgent visits and cancelling our afterhours clinic, this is to protect you from unnecessary exposure to infection and to encourage physical distancing. Our clinic has moved to virtual care (telephone or video visits) for most appointments. It's important for you to know that virtual care has some potential privacy risks. We generally use Zoom medical or Ontario Telemedicine Network (OTN) as a platform for video visits which is a secure platform. We also use telephone in many cases. Platforms such as Facetime or Skype or internet based phones may not be secure and your health information may be intercepted or unintentionally disclosed. In order to improve privacy and confidentiality, you should take steps to participate in virtual care in a private setting, use an encrypted email service if available, and you should not use someone else's computer/device as they may be able to access your information.

If it is determined that you require a physical exam after your virtual visit, we will book an in person appointment and will screen you the day before your appointment to ask if you have any new respiratory symptoms. You should also understand that virtual care is not a substitute for attending the Emergency Department if urgent care is needed.



If you think that you have COVID, please go to your nearest COVID assessment centre for testing or visit <http://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-a9-have-symptoms-or-been-exposed/covid-19-assessment-centers/>.

You can also call our office and ask to speak to a nurse for further advice.

Useful Links and Resources

We recognize that this pandemic has caused varying degrees of anxiety for almost all of you and financial hardship for many of you. We have included some links and resources below that you may find helpful.

1. Financial Supports during COVID-19 pandemic (info sheet below)
2. Mental Health Resources (info sheet below)
3. General COVID Information ([click here](#))
4. For Families with Children ([click here](#))
5. Healthy Eating and Food Safety ([click here](#))
6. How to care for a person with COVID-19 at home: Advice for caregivers (Government of Canada) ([click here](#))
7. COVID-19 Information and Resources (Sinai Health) ([click here](#))
8. COVID-19 School Resources ([click here](#))

If you think you have COVID:

Go to the online self-assessment tool at:

[Covid19toronto.ca](https://covid19toronto.ca)



Questions? Do you need to send us a form? Please email us at:

Admin.familymed@sinaihealth.ca

We plan to send a newsletter quarterly and send e-blasts with any quick updates. Stay safe and please call us if you need anything.

Toronto Patient Supports during COVID-19

Financial support			
Level of government	What is it?	Who can apply?	How do I apply?
Federal	Canada Emergency Response Benefit —\$500/week for 4 weeks, renewable up to 4 months	<ul style="list-style-type: none"> You have stopped working because of COVID-19 AND You are not receiving Employment Insurance (EI), self-employment income or any maternity or paternity leave benefits You earned a minimum of \$5000 in the last 12mo 	<ul style="list-style-type: none"> Must reapply every 4 weeks for a maximum of 4 months Apply online at CRA My Account Apply by phone at 1-800-959-2019, or 1800-959-2041. You will need your SIN number and postal code
	Employment Insurance (EI) — 55% of your average weekly earnings, up to \$573/week for up to 45 weeks **EI claims won't be processed until CERB applied to and maximized	<ul style="list-style-type: none"> You have lost your job through no fault of your own You have stopped working or receiving income for at least seven straight days You are actively looking for work 	<ul style="list-style-type: none"> Apply online here You will need your SIN number, address(es), banking information, previous employment information, reason for termination, average salary before termination
	EI sickness benefits — 55% of your average weekly earnings, up to \$573/week for up to 15 weeks	<ul style="list-style-type: none"> You are unable to work for medical reasons, including quarantine Regular weekly earnings have decreased by at least 40% You have worked at least for 30 hours/week for 20 weeks in the past year 	<ul style="list-style-type: none"> As above, link here
	Mortgage deferral program — deferral of payment for an agreed upon time with your lender	<ul style="list-style-type: none"> You have lost income or employment as a result of COVID-19 and are unable to make your mortgage payments 	<ul style="list-style-type: none"> Contact your bank or mortgage lender for more information Relevant Canadian Mortgage and Housing Corporation webpage here
Provincial	Emergency benefit — up to \$733/month if single, more if you have children, for up to 48 days	<ul style="list-style-type: none"> You cannot be receiving ODSP or OW You live in Ontario and need financial support for situations including rent 	<ul style="list-style-type: none"> Apply online here Apply by calling your local OW office here You will need: personal details for you and your

Toronto Patient Supports during COVID-19 (continued)

		payment or have reason to worry for your safety or are in an otherwise unsafe situation	family, total income of your family, your housing costs and bank account information
	Support for families— \$200/child up to 12yo, \$250/child up to 21yo with special needs, one time payment with no income cap	<ul style="list-style-type: none"> • To help with cost of educational resources during school and daycare closures 	<ul style="list-style-type: none"> • Apply online here
	ODSP one-time emergency benefit— \$100 for single individual, \$200 for those with families	<ul style="list-style-type: none"> • To help ODSP income in the context of the crisis for things like cleaning supplies, food, shelter, clothing or transportation 	<ul style="list-style-type: none"> • Need to call your case worker to explain why funds are needed • If having difficulty, call your community legal clinic
	OW additional funds— reviewed on a case-by-case basis	<ul style="list-style-type: none"> • To help supplement OW income 	<ul style="list-style-type: none"> • Call Metro Hall at 416-392-2600, leave a message, provide your member ID and explain <u>why</u> funding is needed. Case worker will back in 2-3 business days
CBC algorithm for determining financial resources available to you during COVID-19: https://newsinteractives.cbc.ca/coronavirusbenefits/			
City of <u>Toronto</u> COVID-19 social supports, including food access and tenant rights: https://www.toronto.ca/home/covid-19/covid-19-social-support/			

Mental Health Self-Help Resources

Anxiety and Depression

Apps		
Mindshift	Developed by AnxietyBC. Provides tools for helping to cope with anxiety	Free
Moodkit	Functioning like a daily thought record, Mookit employs a CBT-approach to help improve mood via use of various interactive tools	\$6.99 (Apple only)
Moodnotes	A thought journal/diary to keep track of your mood	\$6.99 (Apple only)
Pacifica	Psychologist designed tools for management of stress/anxiety/depression using CBT, mindfulness, meditation, and relaxation	Free+
Youper	Chat with an AI assistant, who encourages thinking about thought patterns and walks you through techniques in the moment.	Free+
What's Up	Drawing from CBT and acceptance commitment therapy, it teaches coping mechanisms for dealing with anxiety/depression	Free+
Happify	Evidence-based games and activities borrow from positive psychology, CBT, and mindfulness. Aims to improve mood and build resilience	Free+
MoodPath	Offers mental health assessment and asks in-the-moment questions over a series of 14 days to weigh your emotional well-being	Free+
Talklife	A safe space to talk openly about depression. Offers connection and community support similar to group therapy	Free+
Websites		
Anxiety BC	Website with extensive self-help resources and information about anxiety for children, youth, and adults	Free
Beating the Blues	Online CBT course of eight 50-minute modules for anxiety and depression	\$84
E-Couch	Interactive self-help modules for depression, anxiety, loss, and grief	Free
MoodGym	Online self-help program targeting symptoms of depression/anxiety by working through interactive modules	\$36
Big White Wall	Anonymous support network with self guided courses for mood disorders	Free
Workbooks		
Mind Over Mood	CBT-Based workbook targeting depression	\$25
The Anxiety and Worry Workbook	CBT-Based workbook targeting anxiety	\$32
The Mindful Way Workbook	Mindfulness based CBT 8-week program for depression, anxiety and stress	\$32

Mindfulness, Meditation, and Sleep

Cognitive Behavioural Therapy (CBT) is an evidence-based counselling approach that examines the connection between our thoughts, feelings and behaviours, with the goal of developing strategies to foster a more balanced way of thinking and acting.

Apps		
Calm	Meditation, breathing programs, and others for relaxation and sleep	Free+
CBT-I	Guided strategies to improve sleep using CBT	Free+
Headspace	Mindfulness and meditation resource aimed at youth	Free+
Insight Timer	Guided meditations, meditation timer, and group discussions	Free+
Relax Melodies	Guided meditations, sleep sounds, and white noise	Free+
Smiling Mind	Mindfulness meditations. Offers programs for kids and teens	Free+

Free+ Indicates in-app purchases. Last Edited May 2019