

# QFHT NEWS

NEWS & INFORMATION FOR PATIENTS OF THE QUEEN'S FAMILY HEALTH TEAM

## BUG OFF! Critters and plants to avoid this summer



It's summer, a time to get out and enjoy nature at her best. However, not all of nature's creatures are friendly. Here are a few examples of some things you'll want to avoid:

### West Nile Virus (Mosquitos)

West Nile Virus is spread to humans by the bite of an infected mosquito. Mosquitoes become infected by biting an infected bird. The risk of becoming seriously ill as a result of this virus is low, and most people who become infected experience no symptoms or have a very mild illness. Symptoms usually appear within two to 14 days after being bitten, and may include fever, muscle weakness, fatigue (tiredness), swollen glands, headache and rash. More serious symptoms may include: severe headache, high fever, stiff neck, nausea, loss of consciousness, confusion or drowsiness, and paralysis. Extreme swelling or infection at the site of the mosquito bite is another reason to seek medical attention. If you experience any of these symptoms, visit your doctor

or after-hours clinic to be assessed for your risk of infection.

### Lyme Disease (Ticks)

Lyme disease is caused by bacteria transmitted from the bite of an infected tick. The risk for Lyme disease is greatest in grassy, bushy or wooded areas. Ticks usually feed on warm-blooded animals, such as mice and deer. They may leave their host and then cling to plants and grasses in grassy, bushy or wooded areas, to be picked up on human skin or clothes. The tick must be attached to a person for at least 24 hours to transmit the disease. Symptoms may include a rash or red spot that looks like a bulls-eye, grows bigger for several days, and then fades. Fever, headache, stiff neck, aching muscles and joints, fatigue and sore throat are other symptoms. If not treated, Lyme disease can cause severe problems to the heart and nervous system. If you find a tick, carefully and snugly grasp its front end with tweezers and pull it straight out. Place the tick in a clean container and contact your doctor.

### Poison Ivy, Poison Oak and Other Poisonous Plants



Poison ivy has three pointed leaves that change colour: reddish in the spring; green in the summer; and yellow, orange or red in the fall. Some leaves have notched edges; others may have smooth edges. Poison ivy can grow as a bush or a vine, sometimes climbing up the sides of trees. The plants sometimes have white berries.

Poison oak has three leaves shaped in lobes that resemble the leaves of an oak tree. Poison oak grows in low shrubs.



Poison sumac leaves grow in groups of seven to 13 along the length of its stems. The plant itself takes the shape of either

a shrub or a tree. It has clusters of small, yellowish flowers that mature into clusters of glossy yellow or off-white berries.

If you come into contact with a poisonous plant and have an allergic reaction, apply a cold compress to relieve itching or try calamine lotion, an over-the-counter hydrocortisone cream, or antihistamine. Call your health care provider if the rash is near your eyes or covers a large part of your body.

For more information, as well as tips about sun screen, protection against heat and other summer-related health and safety issues, visit [www.qfht.ca](http://www.qfht.ca) (For Patients, News and Events).

## Limited Booked Appointments Available at After Hours Clinic

Queen's Family Health Team (QFHT) now offers some booked appointments during our After Hours Clinic. Recognizing that it may be difficult for you to attend the clinic during regular daytime hours, your receptionist can assist in coordinating an appointment time that is more suitable. If you would like to make an appointment to our After Hours Clinic, please call 613-533-9303 and speak to your usual clinic receptionist regarding appointment availability.

The QFHT After Hours Clinic is open to QFHT patients only. It is open Monday to Thursday from 5 p.m. to 8 p.m. and Saturday from 1 p.m. to 4 p.m. at 220 Bagot St. If you need to speak to a QFHT health care provider after 5 p.m., please call **613-533-9303** and our answering service will contact the physician on call.

# FAST FACTS

## WHAT TO BRING TO AN APPOINTMENT

1. A valid health card – the Ministry of Health and Long-Term Care requires that we verify your health card at each visit (e.g. your OHIP, UHIP or other provincial health card);
2. Your yellow immunization record;
3. Medications: Please bring all your medications in their original containers, particularly if they have been prescribed by someone other than your family doctor (e.g. a specialist). This helps ensure that we have the most up-to-date version of your medication list.

Remember to arrive five to 10 minutes before your scheduled appointment to allow time to complete any forms or to update your record.

## PRESCRIPTION RENEWALS

Our preference is that you request to renew your prescription at your appointment, but in some cases doctors will accept renewal requests by fax. (Your pharmacy can fax the request directly to the clinic.) Please talk to your doctor at your next appointment to determine how best to renew medication. It is important to determine ahead of time your method for renewing medications to ensure you never run out.

## REFERRALS

QFHT referral clerks process all outgoing tests and referrals to specialists. They coordinate the earliest possible appointment with specialists, and ensure that patients and specialists have all information required prior to scheduled appointments. If you have any questions about a test requested or referral made for you, please call to speak to a referral clerk.



*Liz Hughson with mom Megan and baby Grant*

## ABOUT THE QUEEN'S FAMILY HEALTH TEAM

The Queen's Family Health Team (QFHT) is an interprofessional collaboration of doctors, nurse practitioners, nurses, social workers, a dietitian, a pharmacist and administrative staff, all working together to provide quality, patient-centred care.

Here is a brief update on a few of the things we've been up to:

**Dr. Geoffrey Hodgetts** and **Dr. Walter Rosser** have received the Queen Elizabeth II Diamond Jubilee Medal for significant achievement and remarkable service. Dr. Rosser, named to the Order of Canada in 2010, received his award at a Diamond Jubilee Gala celebration of Her Majesty the Queen's life of service in June at Roy Thomson Hall in Toronto. Dr. Hodgetts will receive his medal at a future ceremony.

International Board Certified Lactation Consultant and registered nurse **Liz Hughson** is now facilitating a Breastfeeding Support Program that is available to all QFHT families. Services include prenatal assessment and follow-up after delivery, ensuring babies receive optimal nutrition. For more information, ask your health care provider or contact Liz at 613-533-9300, Ext. 73946.

Social worker **Tracey Beckett** and registered nurse **Margaret Giles**, program leads for the QFHT's Smoking Cessation Program, recently attended

a TEACH program entitled Tobacco Interventions for Patients with Mental Health and/or Addiction Disorders provided by the Centre for Addictions and Mental Health.

Social worker **Evelyn Bowering** and physician **Dr. John Geddes** are busy with their role on the board of the CanAssist Africa Relief Trust (CAART), which supports small-scale infrastructure development projects in health, education, water supply and sanitation among impoverished communities in East Africa. Dr. Geddes is the organization's founding director. [www.canassistafrica.ca](http://www.canassistafrica.ca)

Hundreds of QFHT patients are participating in research conducted by **Dr. Susan Phillips** that examines how who you are, where you live, and how connected you are to a community affects your health. The International Mobility in Aging Study examines how a variety of factors alter the chances of developing chronic disease or mobility disability among 1,600 seniors. For more information, visit [www.qfht.ca](http://www.qfht.ca)

**Dr. Cathy Vakil** recently returned from Vancouver where she addressed a conference called "The Fukushima Nuclear Disaster – One Year Later" held by the David Suzuki Foundation and Physicians for Global Survival. Her talk was on the health effects of radioactivity.

# PROGRAMS AND SERVICES

## PRIMARY CARE ASTHMA PROGRAM

Did you know that asthma is considered to be poorly controlled if you answer “yes” to any of the following questions (based on Canadian Thoracic Society Asthma Management Continuum 2010, asthma control criteria)?

- Do you ever have to stop doing physical activity because of your breathing/asthma?
- Do you have any asthma symptoms (cough, chest tightness, wheeze, shortness of breath) four or more times a week?
- Have you taken your reliever/rescue medication (e.g. “blue puffer,” Ventolin®, Bricanyl® etc.) four or more times in a week?
- Do your asthma symptoms wake you up at night?
- Have you had to go to the emergency room or after-hours clinic in the last three months because of asthma symptoms?

Whether formally diagnosed or the diagnosis is suspected, well-controlled or not, all people with asthma and their families can benefit from what the Primary Care Asthma Program (PCAP) has to offer patients of the Queen’s Family Health Team (QFHT). The PCAP is a Ministry of Health and Long-Term Care-funded program aimed at improving asthma control and management across the province.

Jessica Schooley is a registered nurse who visits the QFHT two days per month to provide the program to patients of all ages (and parents of children) with asthma or suspected asthma. She provides one-on-one education that is tailored specifically to each patient’s needs. The program is broken down into two to three sessions about one month apart, followed by annual or semi-annual follow-up.

In the first session, about one hour to 90 minutes long, patients may be asked to take a simple breathing test. Topics of



discussion during the first appointment include:

- Do you have asthma? (What is asthma and how is it diagnosed?)
- Is your asthma well controlled?
- What are your asthma triggers and how do you avoid/limit them?
- What do asthma medications do; how do they work; when do you take them?
- How should medications be taken? (Approximately 50 per cent of people with asthma take their medications incorrectly.)

In the second and third sessions, approximately 45 minutes long, patients may be asked to take a breathing test to monitor lung function for possible improvement. Topics of discussion include:

- Is your asthma well controlled?
- What should you do if your asthma flares up? (How do you use an “Asthma Action Plan”?)
- What is a Peak Flow Meter and how do you use one?
- Are you continuing to take your medications correctly?

During annual or semi-annual follow-up sessions, breathing tests are repeated, medications and their use are reviewed and it is determined if patients’ asthma is well controlled.

For more information about the Primary Care Asthma Program or to participate, contact your doctor or nurse practitioner to request a referral.

## PATIENT PROFILE



When it comes to his health, Dan Massie believes in a slow and steady approach to making positive changes that will last a lifetime, and it’s clearly working.

When he first joined the QFHT six years ago, his goal was to improve his overall health. His blood pressure and cholesterol were high, he was overweight, and his walking was painful. Today, at 47, Massie is grateful for how much better he feels.

“I have so much more energy,” he says.

His weight gain began 10 years ago when he quit his two-pack-a-day smoking habit. Over the past two years, working with QFHT nurse practitioner Diane Batchelor, he has lost 25 pounds, gone down two clothes sizes, and his blood pressure and cholesterol are well under control.

“Diane’s been really good with me, pushing me, pushing me, pushing me,” he says. “She’s been great.”

Massie credits walking for much of his success. “I highly recommend walking. My wife and I go walking all the time, especially along trails in Lemoine Point and other conservation areas,” he says.

“It was very hard at first. My calves would scream at me. I could only walk about a kilometer; now I walk six km, easily. The pain is gone.”

To support his desire to feel better, Massie also changed jobs. After working as a cab driver for 19 years, he now works in maintenance, which gives him the opportunity to stay active. “It really helps to keep my weight down.”

Batchelor says Massie is a true inspiration for others.

“Dan has turned his life around and it hasn’t been easy for him. He has become a role model for his family and his neighbourhood. He made goals and was willing to embrace change. He is a true example that it can be done.”

Massie says his goal for the future is simple: continue to walk, eat well and, as always, take things slow and steady.



## FROM THE

# CLINIC MANAGER

How often have you heard someone say, "I can't get a doctor's appointment for x days"? Or, "The phone lines are always busy and I can't reach the clinic"?

At the QFHT, we are trying to address these issues by offering appointments outside of the usual Monday to Friday, 8:30 a.m. to 4:30 p.m. schedule. Our After Hours Clinic normally sees patients who have had a sudden onset of symptoms or are not able to get to a daytime appointment. We now offer booked appointments during the After Hours Clinic. Our nurse practitioners are also offering some evening appointment times.

Please continue to call your receptionist to coordinate your visit times appropriately. Do let us know if you have a concern regarding accessing the clinic through our phone lines. Your call is important and we want to hear from you.

As always, your feedback is welcome on all aspects of your care. With your suggestions and comments, we continue to improve our patient-centred quality care and service. Please use our waiting room comment boxes, drop us a line at [info@qfht.ca](mailto:info@qfht.ca) or call 613-533-9303. Thank you for allowing us to be your primary care providers.

To you in good health,

Diane Cross  
Clinic Manager



*Dr. Karen Schultz accepts the Residency Program Excellence Award for the Queen's Department of Family Medicine*

## OUR RESIDENCY PROGRAM

This is a very exciting time for the Queen's Family Medicine Education Office. Our PGY 2 (second-year) residents graduated on June 18. Some will go on to an additional third year of residency, specializing in Aboriginal Health, Anesthesiology, Care of the Elderly, Developmental Disabilities, Emergency Medicine, Global Health, Palliative Care, Rural Skills or Women's Health. Others will move on to family medicine practices of their own. We welcomed our new, first-year residents on July 3.

We are very proud to announce that the Queen's Family Medicine Residency Program earned this year's Professional Association of Internes and Residents of Ontario (PAIRO) Residency Program Excellence Award. This award recognizes programs that provide positive and rewarding experiences for their residents, while producing expertly trained physicians. Dr. Karen Schultz, Queen's Family Medicine Program Director, says the award recognizes the dedication of the faculty and staff at the Department's three existing teaching sites (Kingston & 1000 Islands, Belleville-Quinte and Peterborough-Kawartha).

"This award was initiated and supported by our residents from all sites and is a testament to all of our preceptors (physician teachers), allied health care professionals and staff who support our residents' education. Their hard work and the positive atmosphere they create are clearly providing a supportive, strong, innovative learning environment that our residents really appreciate. It doesn't get better than that."

This month, the Department launched its fourth residency training program site, Queen's Bowmanville-Oshawa-Lakeridge – another exciting milestone!

We look forward to a new and exciting academic year ahead.

Sarah Decker  
Manager of Education

DEPARTMENT OF  
**FAMILY MEDICINE**

*Delivering the Future of Primary Health Care*

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