

## Programs and Services

The Queen's Family Health Team provides a wide variety of programs and services to meet the diverse needs of our patients.

They include:

- 18-Month Well-Baby Program
- Anticoagulation Management Program
- Breastfeeding Support Program
- Cancer Prevention Initiatives
- Diabetes Program
- Foot Care Program
- Healthy Aging
- Immunization Programs (including annual flu immunization)
- Managing your Blood Pressure
- Mental Health Care and Counselling
- Minor Procedures Clinic
- Nutrition Programs and Services (for children and adults)
- Obstetrics and Prenatal Care
- Primary Care Asthma Program
- Smoking Reduction/Cessation Program
- Substance Use Disorder Clinic
- System Navigation
- Talk about your Medications
- Wound Care

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For more information about the QFHT's programs and services, please visit [qfht.ca](http://qfht.ca).

## We Value Patient Feedback

At the Queen's Family Health Team, we are committed to patient-centred, quality care. In our efforts to improve our clinical services and programs, one of our goals is to expand communication with our patients through a variety of means, such as our QFHT News newsletter; our website, [qfht.ca](http://qfht.ca); and electronic waiting room screens.

We welcome and value our patients' feedback for improvements, and invite them to visit the Patient Feedback link on our website to share their comments.



### Family Medicine

220 Bagot Street  
Kingston, ON K7L 5E9

115 Clarence Street  
Kingston, ON K7L 5N6

Phone: 613-533-9303  
Fax: 613-544-9899  
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[qfht.ca](http://qfht.ca)



### Family Medicine

### Patient Services

***"As valued members of the QFHT, our patients receive exceptional care."***

## Patient-Centred Care

Our patients are at the centre of the Queen's Family Health Team. While providing the most current, evidence-based care, we recognize and respect each patient's individual needs, values, and perspectives.

We encourage our patients' participation and engagement in their care, and offer programs and services that empower them to take control of their health.

## About the Queen's Family Health Team

The Queen's Family Health Team (QFHT) is a collaboration of physicians, resident physicians, nurse practitioners, nurses, social workers, a dietitian, and a pharmacist, all working together to provide patient-centred care. As the Kingston site of the Queen's



Department of Family Medicine, the QFHT offers two downtown clinic locations: **220 Bagot St.** and **115 Clarence St.**

One of the many advantages of being a patient at the QFHT is the opportunity to be in the care of a primary health-care provider and a resident physician. Residents are medical doctors who must complete two years of residency before they become independent specialists in family

medicine. Seeing patients under the direction and supervision of our patients' family doctors, our residents bring a fresh perspective, keeping us at the forefront with the latest medical information and technologies.

As valued members of the Queen's Family Health Team, our patients receive exceptional care that combines expertise, innovative programming, and a commitment to excellence.

## We Offer 24/7 Care

The Queen's Family Health Team offers an after-hours clinic, exclusively for QFHT patients, at 115 Clarence St. Hours are **Monday to Thursday: 5 p.m. to 8 p.m., Saturday: 9 a.m. to noon and 1 p.m. to 4 p.m., and Sunday: 9 a.m. to noon.** The Queen's Family Health Team does not provide any walk-in appointments in the after-hours clinic. Please do not visit our after-hours clinic in person unless our on-call team has directed you to do so. Patients who require urgent after-hours care should call **613-533-6563** during after-hours clinic hours and leave a message requesting an appointment.

