

QFHT NEWS

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

AFTER HOURS CLINIC

Our health care team is here for you



Registered Practical Nurse Rose Miller chats with patient Han.

Not able to get to a daytime clinic appointment? Feeling unwell in the late afternoon or early evening? We are here to help.

The Queen's Family Health Team (QFHT) After Hours Clinic (AHC) is open Monday to Thursday from 5 p.m. to 8 p.m. and Saturday from 1 p.m. to 4 p.m. Appointments are not necessary, but if you prefer to book a time, please call your usual receptionist to schedule an appointment at 613-533-9303.

To better serve our patients, our After Hours Clinic recently moved to brand-new clinic facilities at 115 Clarence St. (the Haynes Hall building), directly across from Canada Post. This location is wheelchair and stroller friendly, and includes accessible parking from both Brock and Clarence streets and the municipal parking lot at the Hanson Memorial Garage on Brock Street.

The After Hours Clinic is *your* clinic, available to Queen's Family Health Team patients only. We are dedicated to providing care and treatment to our patients throughout the day and evening, and are on call 24/7. Your physician or physician resident may be working in the AHC as he or she participates in a rotating on-call schedule.

At our After Hours Clinic, QFHT physicians and physician residents can ensure the continuity of your medical care, as they have access to your medical records. This

access allows the team on call to review your current medications, allergies and other health concerns that are documented in your personal electronic health record. Following your visit to the AHC, your family doctor is informed so that he or she can follow up on any tests or treatments required.

Depending on the number of patients present on a given evening, you may have to wait to see the physician. Most patients are seen and leave the clinic in approximately 60 to 90 minutes. Generally, patients are seen on a first-come basis; however those with urgent health concerns are prioritized and seen first.

Instead of visiting a walk-in clinic, please consider coming to see one of the members of your health care team in the AHC.

If you require urgent care when our regular clinics and After Hours Clinic are closed, you can:

- Contact Telehealth Ontario Advisory Service at 1-866-553-7205. Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a registered nurse;
- Go to Hotel Dieu Hospital Urgent Care, 166 Brock St., open daily 8 a.m. to 8 p.m.;
- Go to Kingston General Hospital Emergency department, 76 Stuart St. (access to Emergency via King Street West), open daily, 24 hours a day.

If you have a life-threatening emergency, please call 911 or go directly to the nearest emergency department.

This may include chest pain, trouble breathing, heavy bleeding, fractures, a severe allergic reaction, or if you think you are having a stroke.

Do we have your current email address? If not, please send it to info@qfht.ca so we can keep you and your family well informed.

FAST FACTS

FLU SHOT CLINIC DATES SET

Please consider a flu shot to protect yourself and your loved ones. Infants, pregnant women, people with chronic illnesses (asthma, diabetes) and the elderly are most at risk. The flu can lead to severe illness and hospitalization. The flu shot is a very quick, safe and simple way to reduce your chances of being infected.

This year, get your flu shot at any of our booked appointment clinics:

Friday, October 3: 9 a.m. to 4 p.m.

**Wednesday, October 8:
9 a.m. to 4:30 p.m. & 5 to 7 p.m.**

Monday, October 27: 9 a.m. to 4 p.m.

Call 613-533-9303, Ext. 71947 to book your time.

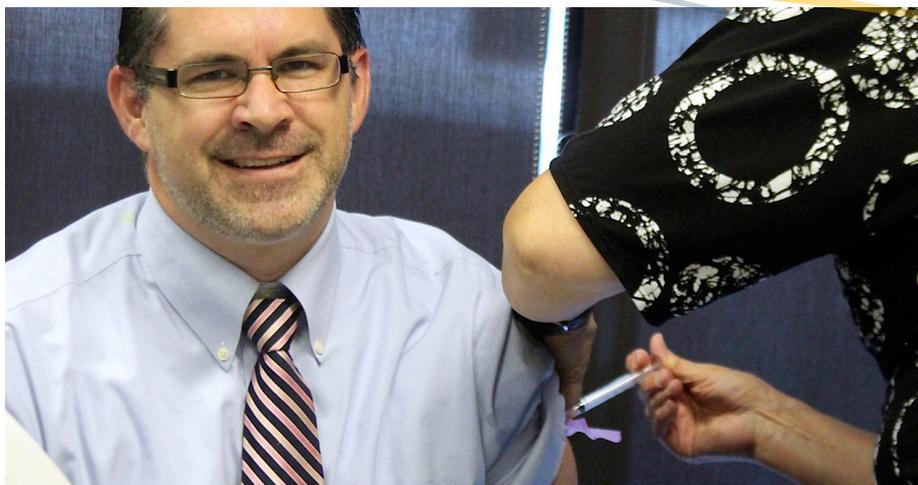
Have you had your flu shot elsewhere? Please let us know by calling 613-533-9303, Ext. 71947 or by emailing us at info@qfht.ca.

CHANGE TO SCHOOL IMMUNIZATION

If you have school-aged children, you should know that the Immunization of School Pupils Act has been amended. This law requires that parents of children attending primary or secondary school provide their local public health unit with proof of their child's immunization against the following diseases: tetanus (sometimes called lock jaw), diphtheria, polio and mumps.

Effective July 1, 2014, the following diseases were added to the above list: meningococcal disease, pertussis (sometimes called whooping cough) and, for children born in 2010 or later, varicella (chickenpox).

For more information on these changes, please see your physician or nurse in clinic or contact KFL&A Public Health at 613-549-1232.



It's flu (and flu shot) season! See our flu shot clinic schedule at left (Fast Facts).

ABOUT THE QUEEN'S FAMILY HEALTH TEAM

Dr. David Barber has been appointed to the eHealth Ontario Clinician Advisory Council (CAC), which will provide eHealth Ontario with timely strategic recommendations, from a clinician's perspective, on health information technology and information management. Dr. Barber has also been appointed to the Physician Reference Group (PRG) for the Insights for Care (I4C) program at the Ontario Medical Association. The I4C program is charged with evaluating how data analytics can help improve patient care.

Wen Bogues, nurse practitioner, and **Allison Little**, registered dietitian, have received their Certified Diabetes Educator certificate. This recognition has been achieved through many hours of clinical practice and continuing education, and passing the certification exam, held annually. Wen and Allison join nurse practitioners Jennifer Berry and Lorraine Chick, also Certified Diabetes Educators within the QFHT.

Dr. Natalie Kondor has been appointed Regional Palliative Care Lead for the South East Local Health Integration Network (LHIN). In this position, Dr. Kondor will play a key role in influencing and improving palliative care quality through collaboration with clinical colleagues and other stakeholders involved in the delivery of palliative care.

Dr. Susan Phillips has been awarded an honorary doctorate from the Faculty of Medicine at Umeå University in Sweden. Dr. Phillips is recognized internationally for work on gender, diversity and equality in health, medical care and medical education. Because of her research and advocacy, she has been invited to share her expertise related to gender issues with the World Health Organization, the UN, the World Bank and numerous governments and their research councils in Europe. Since 2011, Dr. Phillips has been a visiting professor at Umeå Centre for Gender Studies (UCGS), a multi-disciplinary research centre at Umeå University. She is one of two individuals to receive this award in 2014. The insignia of the honorary doctorate will be presented at a celebration in Umea, Sweden, October 18.

Dr. Cathy Vakil met with federal opposition and NDP leader Tom Mulcair recently as one of three delegates for the Canadian Association of Physicians for the Environment to urge closing of all coal-fired generating stations in Alberta to reduce air pollution and climate change. Dr. Vakil also made two presentations at the Pegasus Conference in Toronto, where she presented on "Peace Advocacy: Physicians Seeking Justice for their Patients" and "Chemicals and Radiation: Lessons from the Past Fifty Years – Pesticides and Nuclear Energy."



SPOTLIGHT

12 months. Iron supports your baby's growth and development. Examples of iron-rich foods include lumpy, minced, pureed, mashed or ground meat or meat alternatives (such as beans, lentils, tofu or eggs) and iron-fortified infant cereals.

After introducing iron-rich foods, most other foods can be introduced next including vegetables, fruit, grains, yogurt and cheese in a variety of textures. Wait until your baby is at least nine to 12 months before offering 3.25% homogenized cow milk.

UPDATED FEEDING GUIDELINES

Queen's Family Health Team registered dietitian Allison Little provides individual and group nutrition counselling and education, as well as monthly infant feeding classes with our lactation consultant, Elizabeth Hughson. Our infant feeding classes focus on feeding babies from six to 12 months. Health Canada recently released updated guidelines for feeding older infants and young children. Here's what parents and caregivers need to know.

Start with Finger Foods

The old practice of starting your baby on pureed foods has been replaced with new recommendations to introduce a variety of textures. At about six months, babies can handle textures such as lumpy, tender-cooked and finely minced, pureed, mashed or ground, and finger foods. Safe finger foods include: pieces of soft cooked vegetables and fruit; soft, ripe fruit; finely minced, ground or mashed cooked meat, deboned fish and poultry; grated cheese; and bread crusts or toasts. Do not offer foods that are hard, small and round, or smooth and sticky. These foods can cause choking.

Start with iron-rich foods offered two or more times each day, from six to

Introduce ALL Common Food Allergens at Six Months

In the past, delaying the introduction of allergenic foods such as peanut butter and egg whites was recommended. The new recommendation is to introduce all of the common food allergens to babies at around six months of age. (This also applies to children who have a parent or a sibling with an allergic condition.) Common allergens include whole eggs, milk, mustard, peanuts, seafood (including fish and shellfish), sesame, soy, tree nuts and wheat products (including wheat-based infant cereals). Introduce common allergens one at a time and wait two days before introducing another common allergen. This helps to identify which food may have caused a reaction. Symptoms of an allergic reaction can include itchy mouth and throat, hives, upset stomach, swelling of the face or tongue or trouble breathing. Some allergic reactions can be very serious, even life threatening, so parents should seek medical attention immediately if one occurs. Once a common food allergen has been introduced successfully, continue to offer the food regularly to maintain your child's tolerance.

For more information, contact Allison at 613-533-9300, Ext. 73051.

PATIENT PROFILE



My spouse and I welcomed daughter Azlyn to our family in December 2013. She is the youngest of three, with two teenage brothers.

Since it had been so long since we had a baby in the house, we decided early on to take all the programs and courses that new parents would. We bought books to read, and attended prenatal classes and the QFHT's Introducing Solid Foods to your Baby class. I was convinced I was doing it for my spouse's sake, but soon realized that a lot of things had changed in 16 years and I had some things to learn, too.

We are a very busy family with a variety of commitments to the children and their activities. We often have meals on the go and have to be prepared for a variety of situations. Azlyn is the first baby I have been able to nurse successfully, and we wanted to continue this healthy start by creating good eating habits for her.

I was surprised by how much I learned through the QFHT class and how much had changed over the years. We learned how to make our own vegetarian and meat foods and, through tasting our creations, we even learned how jar baby food doesn't always taste that good. More importantly, we learned about what types of foods we could introduce and when. We also learned about the benefits of variety, and the importance of introducing different textures.

We have been very successful in our food adventure, and have learned that texture, rather than type of food, has been more of our challenge. We continue to routinely introduce new foods in conjunction with breastfeeding, and are now trying to have Azlyn feed herself with some foods.

We left the Introducing Solid Foods class feeling confident, and knew that if we had more questions, the QFHT would be there to help. Thanks QFHT!

Jamie Zavislak

RESIDENTS AND YOU

The journey toward developing well-rounded, professional family physicians extends far beyond the walls of clinic. On September 11 and 12, the first- and second-year Queen's Family Medicine physician residents travelled to Camp Oconto on beautiful Eagle Lake. While it was a well-deserved break from regular duties, the residents also participated in activities designed to enhance their communication and decision-making abilities in a team-based environment.

Colour-coded teams of 10 residents each were engaged in multiple collaborative scenarios. From the "Lost at Sea" survival exercise where teams came to consensus on how they would endure a shipwreck, to several camp-style activities requiring excellent communication skills and out-of-the-box thinking for success — it's unique events like Camp Oconto that foster essential skills that residents can translate back into their practice.

It is rare for anyone, especially family physicians, to work in a fully independent environment. Every day, our residents work together with preceptors, multidisciplinary health care professionals and administrative personnel to provide the best care possible for their patients at the QFHT.

Feel free to ask your resident about their Camp Oconto experience. I am sure they have some fun (and educational) experiences to share!

Judy Sakell
Manager of Education



Dr. Kelly Howse checks a young (and enthusiastic!) patient's reflexes.

CLINIC CONVERSATION

Here at the Queen's Family Health Team, we are often asked, "What is the difference between a doctor's office and a family health team?"

The family health team is an approach to primary health care that brings together different health care providers to co-ordinate the best possible care for you, the patient. The Ministry of Health and Long-Term Care adopted the family health team model in 2005 to expand access to comprehensive family health care services across Ontario.

We are proud to highlight here the many services and support the caring health professionals within our team provide.

The Queen's Family Health Team consists of doctors, nurses, nurse practitioners, social workers, a dietitian, a pharmacist, a psychiatrist and other health administrative professionals who work collaboratively, each utilizing their experience and skills to provide quality care when you need it. Our specialty programs include mental health counselling, smoking cessation/reduction, breastfeeding support, child nutrition, well-baby program, anti-coagulation checks, chronic disease and chronic pain self-management programs, diabetes care and education, foot care, medication review, nutrition counselling, asthma care, immunizations and annual flu clinic vaccinations, allergy injections and a minor procedure clinic (e.g. removal or biopsy of tissue, cortisone injections, toenail resections).

As part of our ongoing quality-improvement journey, your feedback is always welcome. As a valued patient, if you have suggestions for programs and services that would benefit your care, please contact me or your care provider.

Thank you for your feedback. To you in good health,

Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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