

QFHT NEWS

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



MEDICATION SAFETY

Understanding your critical role

Taking medications safely is a shared responsibility between you and your health-care team. While your doctor may select a medication that is most appropriate for your condition, it is important that you understand how to take your medications safely and properly to ensure optimal health benefits.

FIVE TIPS FOR SAFE MEDICATION USE:

1. Make a list of your medications, including over-the-counter medications and supplements, topical creams, inhalers and eye drops. Share this list with all your health-care providers (e.g. doctor, nurse, pharmacist, etc.) so everyone is aware of your current medications.
2. When starting a new medication, including over-the-counter medications and supplements, always check with your doctor or pharmacist to determine if it interacts with your current medications.

3. To ensure your pharmacist can check your medications against any possible warnings, duplications or interactions, have the same pharmacy dispense all your medications.
4. To avoid confusion, keep your medications in their original containers. If you have trouble opening the containers or remembering when to take your medications, ask your pharmacist to dispense them in easy-to-open vials or compliance / blister packs.
5. Your medications may not be safe for others, even those with similar health conditions, so never share them with anyone. If your medications have expired or are no longer needed, return them to your pharmacy for proper disposal.

When reviewing medications, it's important to ask five questions, developed by the [Institute for Safe Medication Practices Canada](http://www.safemedicationuse.ca):

FIVE QUESTIONS TO ASK

1. **Changes?** Have any medications been added, stopped or changed, and why? It is important to understand the reasons behind all medication changes.
2. **Continue?** What medications do I need to keep taking, and why? Some medications may be taken for a long time for prevention; others are needed for a short duration only (e.g. to treat an infection). Be clear on why you need to keep taking a medication.
3. **Proper Use?** How do I take my medications? Do I take them the same time each day? What happens if I miss a dose? How do I measure the dose properly? Can I still drink alcohol and take my vitamins? Make sure to understand the proper instructions.
4. **Monitor?** How will I know if my medication is working, and what side effects should I watch for? Also ask what to do if you experience side effects.
5. **Follow-up?** Do I need any tests? Some medications need to be monitored routinely with bloodwork results. Ensure you know when to book your next appointment for follow-up.

These questions can also be used to review your chronic medications with your health-care team on a regular basis. As new information becomes available and practice guidelines get updated, changes may be required, such as stopping a medication that is no longer safe or adjusting doses because of side effects. The goal is to ensure you continue to get the most benefit from your chronic medications, safely.

For more information on safe medication practices, visit safemedicationuse.ca and consumermedsafety.org.

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

GET YOUR FLU SHOT!

Our annual flu shot clinic is scheduled for Thursday, November 9 from 9 a.m. to 4 p.m. and 5 p.m. to 7 p.m. at 115 Clarence St. (Haynes Hall). Call our Flu Line at 613-533-9303, Ext. 71947, to make an appointment, or just drop by during those hours. Otherwise, call to book an appointment on another day, or simply ask your nurse for your flu shot the next time you're in to see us. For more information about the flu, visit our website's [Immunization/Vaccination Program](#) page.

ONLINE EVENTS CALENDAR

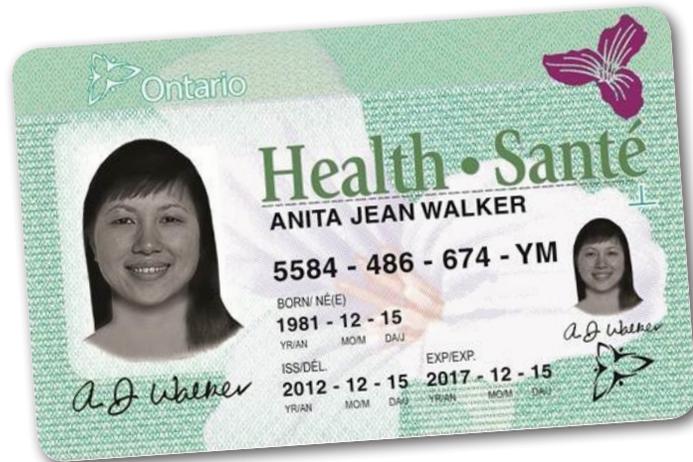
Want to know what programs, services and clinics are happening at the QFHT and when? We've added a [QFHT Programs and Events Calendar](#) to our website that offers dates and details about our regular and special activities. Check it out!

AFTER HOURS CLINIC

The QFHT offers both booked and drop-in appointments during our After Hours Clinic. To book an appointment, please call 613-533-9303 and speak to your usual clinic receptionist.

Our After Hours Clinic is open to QFHT patients Monday to Thursday from 5 to 8 p.m. and Saturday from 1 to 4 p.m. at 115 Clarence St. 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.

Please note that our After Hours Clinic schedule varies over the Christmas holiday season. For more information, please visit our website's [After Hours Care](#) page for updates.



ABOUT THE QUEEN'S FAMILY HEALTH TEAM

Queen's Family Health Team has a fee policy for third-party and other uninsured services (such as doctors' notes, exams required for driving, cosmetic procedures, etc.). These fees are for services not covered by OHIP. A fee also applies for patients with expired health cards (there will be a two-week grace period to present an updated card before the fee is applied) and a fee for missed appointments. (Patients unable to keep their appointment are required to cancel 24 hours prior to their scheduled appointment time.) For a complete list of these uninsured services and their corresponding fees, please visit reception or [click here](#).

Dr. Michael Green has been appointed Head, Queen's Department of Family Medicine, 2017-2021.

A family physician at the QFHT since 2003, Dr. Green specializes in obstetrics, rural and Indigenous health, health services research, public health and health policy. Dr. Green replaces Dr. Glenn Brown, who served in this role from 2007 to 2017.

Dr. Eva Purkey and three global health research colleagues from Queen's and Kingston General Hospital have received funding to address the needs of the world's vulnerable populations, especially women and children. Awarded through the [Queen Elizabeth II Scholars](#) program, the \$449,000 grant will be used to establish the Queen Elizabeth Scholars Network for Equity in Maternal and Child Health. More information about the project is published in this [Queen's Gazette](#) article.

The College of Family Physicians of Canada has named **Dr. Karen Schultz** recipient of this year's Jim Ruderman Academic Family Medicine Leadership Award. This award recognizes outstanding family physician academics who embody qualities including wisdom, equanimity, compassion, and the capacity to attract and mentor talented individuals and forge them into a dynamic and productive team.

Dr. Ruth Wilson is co-chair of a national physician taskforce that has designed a road map for improving health care equity and accessibility for Canada's underserved rural population. The [Rural Road Map for Action: Directions](#) is a six-page report released by Advancing Rural Family Medicine: The Canadian Collaborative Taskforce – a joint initiative of the College of Family Physicians of Canada and the Society of Rural Physicians of Canada. Read Dr. Wilson's comments about this strategy in this [Canadian Medical Association Journal](#) article.

SPOTLIGHT



SAFETY FOR SLEEPING BABIES

Creating a safe sleeping environment for your baby is important in reducing the risks of injury or death. Sudden, unexpected death can occur in an otherwise healthy infant. When no cause of death is determined and the infant is under one year of age, the death is considered Sudden Infant Death Syndrome (SIDS).

Here are some critical ways to keep your baby safe when sleeping:

- Always place your infant on their back to sleep.
- Dress your baby in light clothing free of loose strings, belts or necklaces, etc.
- The safest place for your infant to sleep is alone in a crib, cradle or bassinet that meets [Canadian Safety Regulations](#).
- To ensure a clear sleeping area (and minimize risk of suffocation), your baby's crib should have no toys, pillows, bumper pads or loose bedding. (Only use a fitted sheet).
- Place your baby's crib in your bedroom, next to your bed, for the first six months. (This will also allow moms easy access for breastfeeding, which some research has shown to reduce the risk of SIDS.)
- Keep your baby's crib away from blind cords, windows, lamps and electrical plugs.
- Choose a day that's easy to remember, such as your baby's birth date. On that date every month, check your baby's crib, cradle or bassinet for loose pieces, bolts and screws.
- When your baby begins to push up on their hands and knees, remove anything hanging over the crib (e.g., a mobile).
- Never let your baby sleep on a water bed, air mattresses, futon, sofa or armchair.
- Products such as carriages, strollers, car seats, infant swings, bouncers or playpens are not intended for infant sleep and should not be used for extended periods.
- Do not allow your baby to sleep in an upright or semi-upright position. When asleep, their head can fall forward and make breathing difficult.
- Do not allow yourself to fall asleep on a couch or chair while holding your baby.
- Provide a smoke-free environment for your child both day and night.

Adapted from the [Public Health Agency of Canada](#).

WHERE TO SLEEP?

The safest place for your baby to sleep is in a crib, cradle or bassinet.

When choosing a safe sleep surface for your baby, it is important to consider their stage of development, as well as their height and weight.

A bassinet can be used until:

- the baby can roll over; or
- the manufacturer's maximum weight limit is reached.

A cradle may be used until:

- the baby can push up on their hands and knees; or
- the manufacturer's maximum weight limit is reached.

A crib should be used until:

- the child reaches 90 cm tall;
- the child is able to climb out on their own; or
- the manufacturer's weight limit is reached.

BED SHARING (CO-SLEEPING)

Bed sharing, also called co-sleeping, is when another person (child or adult) shares any sleeping surface, such as a bed, couch or armchair, with an infant. Bed sharing is not recommended, as it increases the risk of SIDS. Your baby should sleep alone in a crib, cradle or bassinet until the manufacturer's height and weight requirements are met.

Risks to your infant if co-sleeping include: becoming trapped between your body and the sleeping surface, a wall or other object; falling from an elevated surface; and suffocating on soft bedding material such as pillows or comforters.

RESIDENT PHYSICIANS AND YOU



We have all grown exponentially as clinicians and acquired a breadth of new skillsets throughout our residency. Yet, time and time again, I have come across one overarching aspect of patient care – trust.

Whether in clinic or in my off-service rotations, trust has been a recurrent theme in practising effective patient-centred medicine. As physicians, establishing a positive relationship is a necessity, not a suggestion.

Patients walk into our world every day with an unprecedented vulnerability. Revealing their most personal medical and social challenges, they look to us for advice. Despite an expansive medical background, it is a trusting patient-physician relationship that ultimately allows us to communicate effectively. Poor communication can impede our ability to provide the best care possible. From starting new medications to receiving lifestyle counselling – patients need to feel they can trust us.

Simply choosing to take a few extra moments to listen to each patient instead of rushing them out the door with a prescription can make all the difference.

A relationship engrained in trust allows for both patient and physician to communicate effectively and openly, hearing one's concerns and providing the best possible plans.

Dr. Philip Lee
Chief Resident Physician 2017-2018



Photo: Rob Whelan Photography

CLINIC CONVERSATION

We are growing! The Queen's Family Health Team (QFHT) has added new physicians and continues to accept new patients.

For patients who are new to QFHT, we welcome you and your families to our academic teaching, primary care clinics. Our resident physicians are integral to our clinic operations, and most patient visits are with these valued residents.

Our allied health professionals offer many additional programs and services in support of your health and well-being.

If you have family members new to Kingston who are in need of a primary care family physician, ask your doctor if they are accepting new patients. If not, ask your receptionist how to access another physician at QFHT.

As part of our annual quality-improvement initiatives, we will be conducting a patient experience survey this fall. If you receive a request to participate in this survey, we would greatly appreciate your feedback. Your responses assist us in making continuous improvements to our clinical care and services.

We welcome your suggestions and input regarding our clinic operations. At any time, please feel free to contact me or your care provider.

To you in good health,
Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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