



## **Coping with life transitions and change:**

Topics will include coping with loss of self, loved ones, and independence; role transitions such as retirement/transitioning out of the workplace and finding new ways to participate in society; becoming a caregiver; ageism; finding support for coping; and mental health concerns.

## **Advance care planning, social services, and supports:**

Topics will include power of attorney versus substitute decision makers for health care and finances (and how to access legal assistance); goals of care; available financial assistance and supports; and free, subsidized, and full-cost services including help at home, help with personal care, and meal programs.

This program's topics involve additional speakers and health-care professionals including our dietitian, pharmacist, social workers, other nurses, and community services worker.

# Come Join Us!

## Programs address healthy aging and how to talk about your medications

The Queen's Family Health Team is pleased to welcome patients back to our programs in person with one new program, Healthy Aging, and a returning program, Talking About Medications. Both will be offered this winter and spring at our 115 Clarence St. location (Haynes Hall).

### Healthy Aging

Facilitated by QFHT registered nurses Rachel and Dominique, our Healthy Aging program is designed for QFHT patients 65 and over. This free, four-week series will focus on:

**Falls and safety:** Topics will include how to prevent falls; what to do if you have a fall; medic alert systems; and general home safety including fall hazards, use of mobility and assistive devices/equipment, and proper lighting. Polypharmacy (simultaneous use of multiple drugs) and how it relates to falls will also be discussed.

**Exercise and nutrition:** Topics will include amount and types of safe exercise, food safety, and a focus on nutrient requirements with aging. Food cost, food preparation, and brain health will also be discussed.

### Talking About Medications

Our pharmacist, Nicole, offers our free, three-week Talking About Medications program. These workshops are designed to help patients and their caregivers talk with health-care providers (doctors, pharmacists, and others) about medications. The goal is to give patients and caregivers the confidence to take an active role in making decisions about their medications and health care.

Please visit the [Programs and Services](#) page on our website, [qfht.ca](http://qfht.ca), for further information or speak to your health-care provider at your next appointment about registering for these important and informative programs.

**\*You must wear a mask to participate in these programs. If you do not have a mask, one will be provided for you.**

# Fast Facts

## GET YOUR FLU SHOT!

Flu season is fast approaching. With the lifting of public health measures such as masks and physical distancing requirements, we may see an increase in flu cases this year, and it's especially important to get your flu shot.

We will host flu clinics by appointment only. (Location provided at time of booking.)

### Our clinics are scheduled:

**Every Friday:** 9 am–4 pm; and

**Thurs., Nov. 10:** 9 am–noon; 1–4 pm; and 5–7:30 pm

**Sat., Nov. 19:** 9 am–4 pm

Call the flu line to book your flu shot appointment: **613-533-9303, Ext. 71947.**

\*Remember, you cannot get the flu from the flu shot. Getting your COVID shots does not protect you against the flu. Protect yourself, your family, and your community by getting your annual flu shot.

[Visit our website](#) for more information about the flu.

## COVID BOOSTER VACCINES

Health Canada has approved two new COVID booster vaccines for use this fall. It is recommended that you wait six months after a COVID infection or after your last COVID vaccine before receiving the booster dose.

For more information, please visit KFL&A Public Health's web pages: [COVID-19 Vaccines](#) and [COVID-19 Prevention](#).

We wish you a safe and healthy fall and winter season.



Colleagues, friends, and family members came together at City Park in September for our department's end-of-summer barbecue, organized by our Wellness at Work committee. Shown here, nurse Jenn, social worker Jess, and clinic clerk Mandy take in the fun.

## WHAT'S HAPPENING AT

# Queen's Family Medicine

Congratulations to **Dr. Erin Beattie**, who has received this year's Queen's School of Medicine W. Ford Connell Award for Excellence in Teaching in the mentorship category. Final-year medical students nominate this award to individuals who have made the most outstanding contribution to their undergraduate medical education.

System Navigator **Valerie Dewal**, RN, is featured in the August issue of the Frontenac Lennox and Addington Ontario Health Team (FLA OHT) newsletter. In the article, Valerie describes her role with the Queen's Family Health Team and how she uses the Shared Health Integrated Information Portal (SHIIP) to follow the health journeys of more than 200 high-needs patients. [Read the newsletter here.](#)

**Dr. Colleen Grady**, DBA, research manager for our Centre for Studies in Primary Care, and **Dr. Kelly Howse**, family physician and director for our Kingston site, have been promoted from assistant professor to associate professor. Dr. Grady, recognized for her valuable research and teaching contributions, supports and collaborates with our research teams and conducts her own research on topics including physician leadership development and psychological health and safety in the workplace. Dr. Howse's promotion recognizes her academic, clinical, and teaching contributions. She was awarded the Ontario Medical Association Advocate for Students and Residents Award in 2021, and has earned respect and high praise from her patients and residents.

**Queen's Family Health Team** hosted Kingston Mayor Bryan Paterson and other city officials and members of the medical community on September 1 as the City announced that its Family Physicians Recruitment Incentive Program has brought nine new family physicians to the community. (See Clinic Conversation, last page, to read about our four new physicians.) Read an article and watch a video of this event in [The Kingstonist](#).

# SP TLIGHT

## QFHT After Hours Clinic

As the COVID-19 pandemic continues, we want to ensure you know that all visits to the QFHT After Hours Clinic (AHC) must be scheduled. No walk-in appointments are permitted during this time.

Our AHC is open to QFHT patients only, for urgent, non-life-threatening concerns. Patients who require after-hours care must call **613-533-6563** during our AHC hours ONLY and leave a message requesting an appointment. Our AHC hours are:

**Monday to Thursday: 4:45 pm to 7:30 pm**

**Saturdays: (NEW!) 8:45 am to 11:30 am and 12:45 pm to 3:30 pm**

**Sundays (NEW!): 8:45 am to 11:30 am**

We only check messages on this AHC line during these hours. If you leave a message outside of these hours, it will not be heard or reviewed.

### BEFORE YOU CONTACT THE AFTER HOURS CLINIC

- Have you spoken to your home team's receptionist or nurse? There are times when your daytime physician team clinic can fit you into their schedule.

### OTHER CARE OPTIONS

- Call Telehealth Ontario at 1-866-797-0000 for 24/7 care.
- Call the Telephone Health Advisory Service. This service puts you in touch with a registered nurse who can provide after-hours telephone health advice for patients who are enrolled with a family health team. They can be reached at **1-866-553-7205, Monday to Thursday from 5 pm to 9 am and around the clock weekends from 5 pm Friday to 9 am Monday.**

### WHO SHOULD USE THE AFTER HOURS CLINIC?

If you have new, worrisome symptoms, a sick child, or worsening of a chronic medical condition you feel cannot wait until a routine appointment with your family physician, please call us to inquire about making an appointment.

Please note that your visit in the AHC is not meant to replace the complex and continuing care your family doctor and home team can provide.

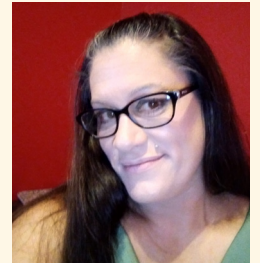
The clinic cannot handle life-threatening emergencies. If you have chest pain; you think you are having a stroke; or you have heavy bleeding, fractures, severe allergic reactions or trouble breathing, call 911 immediately or go directly to the nearest emergency department. The clinic is also unable to refill narcotics or controlled prescriptions.

If you are experiencing a mental health crisis and need immediate help, please go to the nearest emergency department or call the mental health crisis line at **613-544-4229**.

**\*Please note that the Queen's Family Health Team still requires everyone who enters our buildings (115 Clarence St. and 220 Bagot St.) to wear a face mask.**

## Patient Profile

Hello. My name is Eliza. My life's nightmare began about five years ago. In addition to a reading disorder, I have anxiety, PTSD, BPD, and depression. I also had a bad relationship that gave me psychosis. As a result, I had a very difficult time accomplishing simple tasks. I was close to being homeless at the time.



Queen's Family Health Team social worker Maria Sherwood has supported me in so many ways. She helped me read and respond to court papers, geared-to-income paperwork, and government documents that allowed me to access disability services. She also helped me get in contact with my ODSP worker, after months of my failed attempts to have someone call me back. She helped me secure the return of my baby bonus, including a back payment. She also gave me information about how to access free food when I needed it.

Maria has given me her work cell phone number and has answered my calls/texts on her days off. She has also called me to remind me of appointments and follows up with me if she doesn't hear back from me. She is an amazing person who has saved me from going into an anxiety attack many times, which has been very helpful for my mental health. I go to her for any help, and if she can't help me, she redirects me to someone who can.

No matter what mood I'm in when I go in to see her, I am always relieved and smiling when I walk out.

Queen's Family Health Team is lucky to have her.

*Sincerely,  
Eliza Mccoubrey-Simard*



# Resident Physicians and You

I remember my first day of residency well at the Queen's Family Health Team (QFHT) — righting my upside-down nametag, writing my first prescription, answering “I’m not sure, let me find out for you.” Resident physicians occupy a unique role at the QFHT. We are both practising physicians and learners, here to serve you and learn from you.



Dr. Meghan Kerr

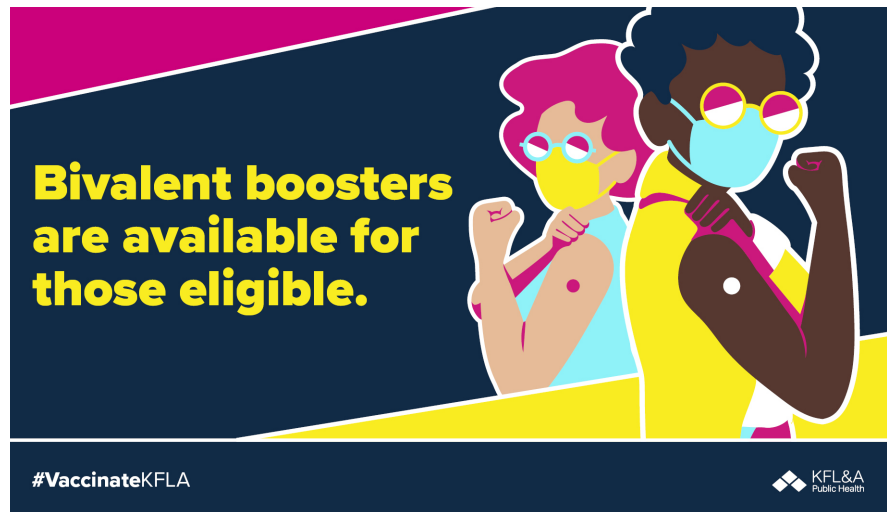
We are fortunate at Queen's to benefit from the teachings of our patients, eminent faculty, hardworking allied health staff, and co-residents. Family medicine is a de facto team sport, a proverbial whole greater than the sum of its parts, and as new residents we feel welcomed into the team from day one.

In September, our program hosted a wilderness medicine course at Camp Wanapitei in Temagami for all residents. This four-day experience on the beautiful shores of Sandy Inlet was an opportunity for residents and staff to share meals, portage canoes, square dance, and learn about providing care in resource-limited settings. The weather was spectacular, and the memories made even more so. We disembarked the bus smelling of campfire and sunscreen and dispersed to our respective sites, for the learning to continue.

I am now approaching my final months of residency, and I can say that I still don't always have the answers. I do know that I am fortunate to be a Queen's Family Medicine resident and to continue to grow and learn as a physician by serving you, our greatest teachers.

Stay safe and warm wishes,

Dr. Meghan Kerr  
Program Lead Resident



## Clinic Conversation

Summer and fall have brought changes to many of our patients' clinic location and physician. We thank them for their patience and understanding during these transitions, and for welcoming our new resident physicians who joined us in July.

We are pleased to welcome our new physicians, Drs. Mark Braidwood, Sean Haffey, Jiwei (Josh) Li, and Jennifer Tranmer to our QFHT clinics, and look forward to their many contributions to patient care, resident physician teaching, and scholarly research. Our new physicians have taken over practices/patients from other physician vacancies and, unfortunately, there remains no capacity for new patients at this time.

We will be saying farewell to two of our regular physicians in December 2022. Dr. Meg Gemmill will be relocating to another local family health team and Dr. Susan MacDonald will be retiring after 35 years of academic family medicine practice. Earlier this year, we also said farewell to Dr. Meghan Wilson. Our collective thanks go to these exceptional physician colleagues.

Our clinic COVID-19 protocols continue to require you to wear a face mask for all in-person appointments. Your health and safety are our primary concern, and we thank you for continuing to wear a mask during your visits to the QFHT. (Please visit [our website](#) for updates about COVID-19 and vaccinations.)

On a final note, this will be my last Clinic Conversation for the QFHT patient newsletter, as I will also be exiting through the retirement door in December 2022. It has been an honour and a pleasure to work with the dedicated health professionals at Queen's Family Health Team, who go above and beyond expectations for your health and well-being.

To you in good health,  
Diane Cross  
Clinic Manager

We are **Family Medicine**. For **Learners**. For **Patients**. For **Communities**.