



## 2016 GENERATIONS FHC NEWSLETTER

Happy Summer to one and all! As always, we hope this letter finds you well... Another year has passed at Generations, and once again we've seen lots of changes along the way.

As many of you know, Dr. Jeff Silver and his family moved to Vancouver last September, at which time we welcomed Dr. Noah Walman to the team. For those of you frequently asking about him: Dr. Jeff has settled in nicely in B.C. Meanwhile, we are thrilled that Dr. Noah's transition to our clinic has gone relatively seamlessly.

Of course, what would a GFHC newsletter be without acknowledging another addition to the GFHC family: in January we welcomed the arrival of Dr. Sheana Desson's second daughter, Hope. Hope and family are doing well, and Dr. Desson will be returning from her maternity leave this August.

We would also like to express our sincere thanks to Dr. Jessica Armeland for covering Dr. Desson's practice this year, and wish her the best of luck as she prepares to swap places with Dr. Desson—when she goes on a maternity leave of her own in August!

### **DSG Secure Email – EMAIL/ONLINE COMMUNICATION**

A big change at GFHC this past February has been the launch of our new website ([generations.ourmd.ca](http://generations.ourmd.ca)) and the corresponding move to DSG Secure Email ([dsgsecure.com](http://dsgsecure.com)) for online communication, replacing Wellx. As many of you already know, DSG offers essentially all of the same functionality that Wellx did, plus some additional features as well (including the ability to request appointments online through our website).

For those of you who have not yet signed up, we encourage you to do so; even if you do not plan on using DSG regularly, secure email is typically by far the most efficient way for our office to communicate with you (eg. sending results, referral information, requisitions, etc)—but we cannot do so unless you're registered!

Some tips/FAQ regarding DSG Secure Email:

- Even if you were previously registered on Wellx, you do still need to register again for DSG Secure. Your previous Wellx password/log-in information will not carry over to DSG.
- While we do not currently have a devoted Secure Email app available, DSG is designed for use on most smartphones. While users need to access the log-in page from your web browser, you should have the option on your phone to



“Add to Home Screen”—this will create a specific icon for DSG Secure Email on your phone for easier access.

- If you do encounter technical issues using DSG Secure, it is best to contact DSG tech support directly rather than contacting our office. You should find a “Contact Us” link via the drop-down menu on the site.
- We are continuing to work with DSG to continually develop, improve, and expand the offerings available through DSG Secure. To that end, we do value any constructive feedback you might have based on your experiences.

Finally, while Secure Email has proven to be an invaluable tool, a reminder that the costs to implement it are shouldered by our clinic, and our physicians are NOT reimbursed by OHIP for the additional workload added via email/online correspondence or for technological upgrades in our office. While receiving messages from us online is and will remain free of charge, there is a fee for online consultations initiated by patients; on the DSG system, you are required to pay up front for such consultations. (Further clarification regarding what may or may not be considered a medical consultation is available on the DSG Secure Email portal and our website, but as a good rule of thumb: If one is asking for medical advice and expecting a response—it likely should be considered a medical consultation.) Please note however that DSG consults continue to be included among the services covered by our annual block fee, and for added convenience we would encourage those of you who use DSG regularly to sign up! (See: “Uninsured Services” on our website, as well as below and attached).

### **UNINSURED SERVICES**

As always, not all services provided by our office are covered by OHIP, including phone/online consults, phone/fax prescription renewals, some forms, and other services. Accompanying this letter please find renewal/registration information for our comprehensive uninsured services coverage (“Annual Block Fee”). Please see the enclosed letter re: Uninsured Services for details and the annual block plan option. Likewise, please note as well that ***Block Fees, renewals, and new invoices can now be managed online at [www.doctorservices.ca/online-payment](http://www.doctorservices.ca/online-payment)***.

### **MAIL COMMUNICATION**

***Please accept our apologies if you are receiving this letter more than once or in more than one format.*** This newsletter is once again being sent out primarily online, via email and/or DSG Secure Email. Even if you received this letter by paper mail, please be advised that our clinic policy going forward will continue to minimize sending information by Canada Post.



## **FLU SHOTS**

This Fall we will again be encouraging all of our patients to receive the annual flu shot, and in particular anyone considered high risk (including children, patients over age 65, pregnant women, and all patients with chronic diseases). We typically receive our first flu shot shipments in early October, and will keep our website, phone system, and social media updated re: flu shot information and availability.

## **OFFICE POLICIES & PROCEDURES**

- **Contact information:** Please do not forget to inform us of changes to your contact information so that we can reach you if the need arises.
- **Health Cards:** Remember that some OHIP/provincial health cards can expire! Please ensure that your health card is up to date to ensure that you stay covered.
- **Walk-In Clinics:** Once again we respectfully encourage you to *avoid* Walk-in Clinics and Housecall Services. We take our commitment to provide you with comprehensive and continuous care very seriously, and having primary care issues addressed in other settings can pose certain challenges to that. Moreover, your doctor personally pays for the cost of that visit. *Frequent visits to Walk-In Clinics may result in you being de-rostered from our active patient list.*
- **Office-related websites:**
  - Clinic website: <http://generations.ourmd.ca>
  - DSG Secure: <http://dsgsecure.com>
  - Facebook: [www.facebook.com/GenerationsFHC](http://www.facebook.com/GenerationsFHC)
  - Twitter: [www.twitter.com/GenerationsFHC](http://www.twitter.com/GenerationsFHC) (@GenerationsFHC)