



March 13, 2020

Dear Patients,

It has been quite the week!

The past few days in the midst of the current COVID-19 coronavirus pandemic have certainly been challenging in many ways. Here at the office, we've been struggling to keep up both with the rapidly developing situation as well as the evolving directives and guidelines we are receiving. We know that this has been a trying and anxious time for our patients as well, particularly those of you who may not be feeling well, and we wanted to take this time to provide an update.

Cancellation of elective appointments & contacting our office

- As many of you are already aware, our office has made the decision to **cancel most elective “check-up” appointments**. Canceling these non-urgent/routine visits will help free up our time to better handle the increased workload right now and be available for patients with more acute or pressing concerns.
- More importantly, for everyone's safety, if you don't need to be in a doctor's office right now, you shouldn't be! Given the current situation, **telephone, email, and virtual care should be the default for patients contacting us in the office**—and where possible, we will help you through these modes of communication, without requiring an in-office visit.
- If you have not yet registered for our Secure Email service, now would be an excellent time to do so (<http://dsgsecure.com>). We also hope to make telemedicine video consultations available in the near future.

Minimizing risk of exposure

- Like most other community Family Medicine clinics, we have also made the difficult decision to attempt to **keep patients with symptoms consistent with COVID-19 out of our office for the time being**. This approach is in line with recommendations we are receiving from our health authorities.
- We know you (appropriately) turn to us, your family doctors, when you get sick, and it goes against our natural tendencies to keep you out of the office in such situations. However, if a sick patient comes into our office and subsequently tests positive for COVID-19, our clinic would be exposed—and risk being shut down for 14 days. This is a situation we are striving to avoid, so we can remain available to our patients.

Dr. Sheana E. Desson
Dr. Kimberly Reiter
Dr. Jodine L. Rosenberg
Dr. Brian N. Silver
Dr. David M. Silver

Generations Family Health Centre
104 – 272 Lawrence Ave. W.
Toronto, ON M5M-4M1
ph: 416.847.9999 / fax: 416.847-8999
generations.ourmd.ca



Testing & Assessment Centres

If you think that you might have the coronavirus, it is critical that you call a Public Health hotline first and get screened over the phone.

- Toronto Public Health: 416-338-7600
- All Ontario: <http://www.health.gov.on.ca/en/common/system/services/phu/locations.aspx>

Fortunately, **COVID-19 Assessment Centres are now becoming available** throughout Toronto as well. On Thursday, March 12, North York General Hospital (NYGH) opened its Assessment Centre adjacent to the Emergency Department. Patients arriving to NYGH concerned about COVID-19 will be screened, and if appropriate will be directed through a separate entrance to the Assessment Centre for testing. It is expected that NYGH will be opening a second centre at the Branson site (Bathurst & Finch) shortly as well.

At Generations, our physicians are all affiliated with NYGH—which simply means that is where we are involved in coordinating the response to the virus, and from where we are predominantly getting our information. We are well aware that our patients live all over the GTA and beyond. We would encourage those of you outside of the North York area to familiarize yourself with your available local resources as well.

- Updated interactive map of Assessment Centres (and confirmed COVID-19 cases, grouped by local public health units): https://public.tableau.com/profile/oma.era#!/vizhome/COVID19_15840305246840/COVIDAssessmentSitesandPHUs?publish=yes

Protect yourself, Protect our community!

Once again, we know these are challenging times for everyone. However, the precautions being put in place across our communities are critical. While COVID-19 does not likely pose a direct risk to most patients individually, it is imperative that we protect the vulnerable patients in our community as well as the health care system in general. **By practicing “Social Distancing” and slowing the spread of the disease, we can “flatten the curve” and minimize the extent to which our health care system is overburdened.**

For guidelines on how to self-isolate:

- <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>

For updated information on COVID-19

- Ontario Ministry of Health: <https://www.ontario.ca/page/2019-novel-coronavirus>
- Health Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?amp%3Bqid=96637021>

Thank you to all of our patients for your trust, support, and understanding during these “interesting” times. Stay safe out there... and best of luck to those of you stuck with school-free kids for the next few weeks as well!

Sincerely,
Generations FHC staff

Dr. Sheana E. Desson
Dr. Kimberly Reiter
Dr. Jodine L. Rosenberg
Dr. Brian N. Silver
Dr. David M. Silver

Generations Family Health Centre
104 – 272 Lawrence Ave. W.
Toronto, ON M5M-4M1
ph: 416.847.9999 / fax: 416.847-8999
generations.ourmd.ca