



March 30, 2020

Dear Patients,

We hope this letter finds you well during these unprecedented times (a phrase we are all undoubtedly hearing a lot right now!). We wanted to take a brief moment to provide our patients with another update regarding our office, while the collective response to COVID-19 continues.

Our medical system is anticipating and preparing for a surge in COVID-19 cases in the next 1-2 weeks. We say this not to scare anyone, but simply to emphasize that it is only in the coming weeks that we will learn how successful we have been at “flattening the curve”-- and to reaffirm that *now* is when our collective efforts to minimize spread of the Coronavirus are most critical. **Physical distancing remains the most important thing you can do to keep you and your community safe.**

With that in mind, we once again wanted to remind and reassure our patients: **We’re still here!** Your family doctor is absolutely still available should you need them. These are trying times for everyone, but it is important to remember that if you need medical care, it is still here for you.

Obviously though, our practice has changed somewhat right now (like everything else!):

#### **Medical concerns**

- If you have a concern, get in touch; if deemed necessary, we may ask you to come in to the office for assessment.
- We will continue to see patients in-office for **time-sensitive assessments and follow-ups**, such as Well Baby Visits, pregnancy, or certain shots (eg. Prolia, Shingrix, allergy shots). It’s possible that the timing for such visits may be spaced out differently than in the past, but we will try to ensure that appropriate schedules are maintained.
- If you are looking to **follow-up on past or long-standing concerns**, you can still feel free to connect with us. In many cases, managing these concerns remotely may help minimize the anticipated backlog once things can eventually return to more normal conditions.
- As noted in previous letters, **we remain unable to see most patients with new respiratory symptoms in our clinic** (as we are trying to keep these areas COVID-free). However, there is a lot we can do over Secure Email, phone, or video link.
- **If you are concerned that you might have COVID-19**, consider using one of the available self-assessment tools (listed again below). Of course, if you have questions/concerns, you can always contact us as well. For most patients with mild/manageable symptoms, testing is still NOT currently indicated, and self-isolating remains the recommended course of action.

#### **Contacting our office**

- **Reduced hours** - our office/phone lines will remain open:
  - Mon-Thurs: 9:00 am - 3:00 pm
  - Fri: 9:00 am - 12:00 pm
- **Video consults** - We now have the capability to conduct consultations via webcam (through the Ontario Telemedicine Network, [OTN.ca](https://www.ontariotelemedicine.ca)). If necessary, video consults can be set up by appointment through our office. (See below for information on OTN video consults.)

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- Please be aware that your family doctor may be working from home on any given day, as we continue to attempt to minimize the number of people in the office— and to practice what we preach regarding social distancing! **If/when we are calling from home, please be aware that we may be calling from a number that may be “blocked” on call display.** If you’re expecting a call from us, please be mindful of this; you might need to temporarily turn off automated call-blocking technology on your phone.

### **Links & updates**

- Information and resources about COVID-19 are updated and changing frequently. We have posted our previous letters with recommended resources to our website ([generations.ourmd.ca](https://generations.ourmd.ca)), and will continue to post helpful links/resources to our clinic’s Twitter account (@GenerationsFHC; also accessible via the bottom-right corner of our website homepage) as we come across them as well.

Be well and stay safe,

Generations FHC staff

### **RESOURCES**

- Our website: [generations.ourmd.ca](https://generations.ourmd.ca)
- Our Twitter feed: <https://twitter.com/GenerationsFHC>
- DSG Secure Email: <https://dsgsecure.com>

### **COVID-19 Assessment**

- Self-Assessment Tool: <https://covid19.telushealth.com>
- Telehealth: 1-866-797-0000
- Interactive Map – COVID Assessment Sites & Cases by Public Health Units: [https://public.tableau.com/profile/oma.era#!/vizhome/COVID19\\_15840305246840/COVIDAssessmentSitesandPHUs?publish=yes](https://public.tableau.com/profile/oma.era#!/vizhome/COVID19_15840305246840/COVIDAssessmentSitesandPHUs?publish=yes)

### **Information, Guidelines & Resources**

- Ontario Medical Association: [www.virusfacts.ca](http://www.virusfacts.ca)
- City of Toronto: [www.toronto.ca/COVID19](http://www.toronto.ca/COVID19)
- Ontario: [www.ontario.ca/page/2019-novel-coronavirus](http://www.ontario.ca/page/2019-novel-coronavirus)
- Government of Canada: [canada.ca/coronavirus](http://canada.ca/coronavirus)

### **Psychotherapy/Counselling - clinics offering virtual therapy**

- Dr. Samantha Waxman, C.Psych. & associates - [wellparentscentre.com](http://wellparentscentre.com)
- Lindsay Ross MSW RSW - [www.midtowntorontotherapy.com](http://www.midtowntorontotherapy.com)
- Larry Borins MSW RSW - [www.larryborins.com](http://www.larryborins.com)

### **Physiotherapy - clinics offering virtual therapy**

- Fairlawn Physiotherapy: [www.fairlawnphysiotherapy.com](http://www.fairlawnphysiotherapy.com)
- pt Health: [www.pthealth.ca](http://www.pthealth.ca)
- Live Active Sports Medicine Health & Performance: [www.liveactivesportmed.com](http://www.liveactivesportmed.com)

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#### Ontario Telemedicine Network (OTN)

- Video consults can be set up by appointment by contacting our office.
- If a video consult is requested, you will be emailed a link to start your session for your virtual appointment at the scheduled time. (Instructions for how to connect will again be provided in the email as well.)
- **Please ensure we have an up to date email address on file for you when booking a virtual appointment.**
- Preparing for your appointment via OTN:
  - *Desktop/Laptop users (with a camera):* Joining your appointment works best using Chrome internet browser, please download in advance
  - *Mobile/Tablet users:* Install the “Pexip Infinity Connect” app
    - iPhone/iPad (Apple): <https://apps.apple.com/us/app/pexip-infinity-connect/id1195088102>
    - Android (Samsung, Google, Sony, LG, HTC): [https://play.google.com/store/apps/details?id=com.pexip.infinityconnect&hl=en\\_US](https://play.google.com/store/apps/details?id=com.pexip.infinityconnect&hl=en_US)
    - Close the app once installation is completed
  - We recommend that you test your device in advance
- Connecting for your appointment via OTN:
  - When it is your scheduled appointment time, click the button to join
  - *Mobile/Tablet users:* You must install the mobile app before joining. After you open the app, click on the green video icon to connect the call
- More information on how to get everything set up can be found on the OTN website under “Your eVisit Guide”: <https://otn.ca/patients/evisit/>

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