



Aug 24, 2020

Dear Patients,

It certainly has been a different summer than usual, but we trust that you've found ways to enjoy it nonetheless!

As noted in our previous [newsletters](#) and [updates](#), at Generations we have been continuing to see patients through the spring and summer, both in clinic when necessary as well as remotely via phone/Secure Email/video conferencing. As autumn approaches, we are busy preparing to expand our in-office availability-- while still respecting this "new normal" under which we are all operating.

To be clear, we will be continuing to emphasize virtual care, based on the guiding principles of delivering care during COVID-19. **Where possible, virtual care comes first.** Should an in-person assessment be deemed necessary, we can certainly arrange it in the office-- where safety, screening, and appropriate Personal Protective Equipment will be carefully enforced.

We know that many of you are eager to come in to see us in person-- trust us, that's our preference too! But as long as pandemic precautions remain in place, we still need to abide by best practices.

BEFORE YOUR VISIT: SCREENING QUESTIONS

Please be aware that ALL patients planning to come into the office are expected to review [COVID-19 Screening Questions](#) prior to entering our clinic. The list of questions (also found at the end of this letter) will be prominently displayed outside our office, as well as on our website (generations.ourmd.ca). If you answer YES to any of the screening questions, please do NOT enter the office.

Self-assessment tools and links to local COVID Assessment Clinics across the GTA can also be found at: <https://covid19toronto.ca/>

PERIODIC HEALTH EXAMS / GENERAL CHECK-UPS

We are well aware that many of our patients are accustomed to a regular "check-up" every year or two or more, one of many routines that COVID has disrupted. **At this point in time, we are still NOT scheduling in-person "well visits" like general physical exams.** However, if you believe you are due for updated health screening or would like to review your health, please feel free to schedule a virtual health review with your family doctor.

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BACK TO FALL, BACK TO SCHOOL

From a recent Ontario College of Family Physicians (OCFP) message:

We are now in the last weeks of summer and, given the return to school, we will be seeing more **viral respiratory illnesses**. COVID testing will most likely be required for children with the “usual” runny nose, fever, sore throat (among other symptoms) in order to see if this return to school is resulting in increased incidence of COVID.

If a person has symptoms, they should stay at home, and may return 24 hours after symptoms have cleared (if a negative COVID test). If a person has unprotected contact with a POSITIVE CASE, they will need to self isolate for 14 days.... As with everything COVID, this situation may change but it will be prudent to test symptomatic people, even if your clinical impression would suggest it is “just a cold”.

Also via the OCFP, this [slide deck](#) provides some excellent tips for families preparing to send their kids back to school.

COVID ALERT APP

If you have not already done so, please consider downloading the [COVID Alert App](#) to your mobile phone. The app has been designed to let people know of possible exposures before symptoms appear, which hopefully can help limit the spread of the virus.

FLU SHOTS

We've been pleased to be fielding many questions already about when this year's flu shot will be available, and how we will be organizing our flu clinics this year-- now, perhaps more than ever, it is imperative that we do our utmost to limit the spread of viral illnesses in our community, COVID and otherwise. Unfortunately, we just don't have any answers for you about the flu shot-- yet! **Once we do have flu vaccines available, rest assured that we will communicate all necessary information to our patients.** The flu shot usually becomes available in early-mid October, and we expect it will be no different this year.

UNINSURED SERVICES / ANNUAL BLOCK FEES

In case you missed our Annual Newsletter earlier this summer, please find it [here](#). Annual Block Fee registration/renewals can be processed with our office or [online](#).

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With another cough/cold/flu season coming and kids heading back to school, we are well aware that our community has our work cut out for us in the coming weeks and months. But we have much to be proud of with regard to how we've navigated this pandemic to date-- and at Generations, we're cautiously optimistic that our collective efforts will continue to yield positive results going forward. Keep up the good work, everyone!

GFHC staff

SCREENING QUESTIONS - PRIOR TO ENTERING OUR OFFICE

- ***Have you been in close contact with anyone who has tested positive for COVID-19?***
- ***Have you travelled outside of Canada in the last 14 days?***
- ***Do you have any of the following?:***
 - Fever ($\geq 37.8^{\circ}\text{C}$)
 - New onset cough or worsening chronic cough
 - Shortness of breath/difficulty breathing
 - Sore throat
 - Difficulty swallowing
 - Chills
 - Decrease or loss of sense of taste or smell
 - Headaches
 - Unexplained fatigue/malaise/muscle aches
 - Nausea/vomiting, diarrhea, abdominal pain
 - Pink eye (conjunctivitis)
 - Runny nose/nasal congestion

If YES to any of the above

- DO NOT enter the office
 - Get in touch with us first - via phone or Secure Email, *OR*
 - Go to a COVID Assessment Centre for testing
 - For COVID-19 assessment tools and a list of GTA Assessment Centres: <https://covid19toronto.ca/>
 - If you have symptoms that require immediate attention (i.e. significant shortness of breath), go to the Emergency Department

If NO to all of the above

- Make an appointment and come on in!

If you are uncertain about any of these questions-- please call our office.

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