

CAREFIRST FAMILY HEALTH TEAM NOTICE DURING COVID-19 PERIOD

耆暉家庭醫療中心 新型冠狀病毒肺炎疫情應對通知

Continuity of Operations and Curtailing Non-Essential Services

Updated Aug 21, 2020

新型冠狀病毒肺炎影響下服務安排

2020 8 月 21 日更新

As a precautionary measure to protect the health and safety our clients/patients, caregivers, volunteers and visitors from the transmission of COVID-19, Carefirst will adjust our services and programs according to the guidelines and recommendations made by the Government of Canada.

為保障我們的客戶/病人、照顧者及家人、義工及訪客的健康，免受 COVID-19 新型冠狀病毒肺炎感染，耆暉會的服務及活動將根據加拿大政府的指引及建議作出調整。

Family Health Team 家庭醫療中心	Regular service with some changes, including virtual delivery of service. * 服務照常，但稍有改動。* 增設以遠距離及視像方式提供服務。
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We are making the following changes/alternative method to physician and nursing services during the COVID-19 period:

新型冠狀病毒 (COVID-19) 疫情期間，我們的醫護服務作出了以下變更：

Activities/services 服務	Method 方式
New Patient Intake 新病人註冊	As usual if same day visit 即日約見照常
Periodic Physical Exam (CPX) 定期體檢	Postponed 延期
Well Baby Check 嬰兒檢查	As usual if same day visit 即日約見照常
Antenatal 產前檢查	As usual if same day visit 照常
Vitals (pre-op, driver's forms) 重要檢查 (手術前、車牌)	Postponed or As usual if same day visit 延期或即日約見照常
Medication Safety Screening 藥物安全篩檢	Postponed or As usual if same day visit 延期或即日約見照常
Communicable Disease Screening 傳染病篩檢	As usual 照常
Immunization/Injections (Same day visit) (Childhood Immunizations) 疫苗注射/藥物注射 (兒童疫苗注射)	As usual if same day visit 即日約見照常
Urine Test/Dip/pregnancy test 尿液測試 / 懷孕測試	As usual if same day visit 即日約見照常
Explanation of specimen collection 收集樣本解釋	Via phone 透過電話進行
Blood Glucose Test 血糖測試	As usual if same day visit 即日約見照常

Activities/services 服務	Method 方式
CDMP Counselling 長期病患管理輔導服務	Virtual/via phone/in-person 透過視像方式/透過電話提供/面見
CDMP Group Sessions 長期病患管理小組教育服務	Virtual 透過視像方式
Community Outreaches 社區外展	Postponed 延期
Integrated Case: Home visit 綜合護理個案：家訪	Postponed/can be considered case by case 延期/可以視情況而定
Integrated Case: Routine follow-up 綜合護理個案：定期跟進	Via phone 透過電話進行
Integrated Disciplinary Team Rounds (IDT) 綜合跨學科護理團隊定期跟進會議	As usual/via phone 照常 / 透過電話進行
Adult Immunization/Injections 成人疫苗注射/藥物注射預約	As usual 照常
Nurse Triage 護士分流	Via phone 透過電話進行
MD EMR messages 醫生報告	Via phone 透過電話進行
Wound Dressing 傷口敷料	As usual if same day visit 即日約見照常

Visual Acuity 視力測試	As usual if same day visit 即日約見照常
On-Site Physicians for essential service consultation 家庭醫生診療服務	As usual if same day visit 即日約見照常
Virtual care for essential service with physicians 由醫生透過視像方式提供必需服務	Via phone or telehealth medicine 透過電話或進行視像方式提供
Interpretation 傳譯服務	As usual if same day visit 即日約見照常
Telephone Inquiries (Voicemails) 電話查詢	Via phone 透過電話進行
Pulmonary Function Test (PFT) 肺功能檢查	Postponed 延期

Ear irrigation 灌洗耳朵	As usual if same day visit/referred 即日約見照常
Removal of Stitches/Sutures/Staples 傷口拆線	As usual if same day visit 即日約見照常
ECG 心電圖	As usual if same day visit 即日約見照常
Pap Smear 子宮頸抹片檢查	As usual 照常
Holter Monitor 動態心電圖儀	As usual 照常

Our nurses are available Monday to Friday 9 am to 5 pm & Saturday 9 am-1 pm at 416-502-2029 (Scarborough) and 905-695-1133 (Richmond Hill) for any inquiry.

For medical advice, you can also contact Telehealth Ontario at 1-866-797-0000 24 hours a day, seven days a week or local public health unit at 416-338-7600 (Toronto) 1-877-464-9675 (York Region) Monday to Friday, 8:30 am-4:30 pm. When the office is closed, Call 311 and choose option 9.

We will take all appropriate measures to protect our patients, staff and volunteers. We appreciate your cooperation and collaboration.

如有任何疑問，可於週一至週五上午 9 時至下午 5 時及周六上午 9 時至下午 1 時向我們的護士查詢。電話：416-502-2029（士嘉堡）和 905-695-1135（列治文山）。

如需醫療建議，您可隨時致電 1-866-797-0000 與安大略省遠程醫療服務聯繫。您亦可與本地公共衛生部門聯繫，電話：416-338-7600（多倫多地區）1-877-464-9675（約克地區）星期一至星期五，上午 8:30 至下午 4:30。辦公時間以外，請致電 311 並選擇選項 9。

我們將採取一切措施保護我們的病人、員工及義工。感謝您的合作。

* Please ask your pharmacist to fax your prescription request to your doctor in order to renew your prescription for three months.

Physicians will not book patients for non-urgent issues, such as routine physical examinations. Patients will be offered a virtual or telephone appointment first for any issues, except those who require an in-person assessment or procedure (example: vaccination, pap smear).

For other cases that cannot be dealt with over the phone, physicians will book an in-person appointment. Our receptionist will call the patient one day before the scheduled appointment for a pre-screening evaluation. Please note all visitors and patients are also required to be screened upon arrival to the clinic.

* 如需將藥物處方延長 3 個月，請向藥劑師要求把藥物處方傳真到您的家庭醫生。

醫生暫時不會為需要非緊急醫療服務(如身體檢查)的病人預約時間。醫生會先為病人提供視像或電話問診服務，需要醫護人員親自評估的病人（例如：疫苗接種，子宮頸塗片檢查）除外。

對於無法通過電話問診處理的個案，醫生將預約門診。接待員將在預約前一天致電病人預先進行篩查評估。請注意，所有訪客和患者在抵達診所時均需再接受篩查。