



South East Toronto

Family Health Team



A leading academic Family Health Team that improves the health of our community

January 5th, 2022

Dear Patients,

We hope you had an enjoyable holiday season, and Happy New Year!

The start of the New Year is not the best with the surge of COVID cases and new restrictions implemented by the province effective January 5th, 2022 > <https://covid-19.ontario.ca/public-health-measures>

As we revert to a modified version of stage two, it is quite different than the first time. The surge of cases is dramatically higher, putting a substantial strain on the healthcare system. It has left providers and staff tired and stressed as they juggle personal and professional lives, working longer hours and adapting protocols to keep our clinic safe. When our doors are closed, a lot of work goes on behind the scenes. Our providers also cover hospital units, long-term care facilities, home visits and emergency care. Our primary focus right now is on providing essential services to keep our patients out of the hospital and on supporting the vaccination effort.

As a result, here's how you can help:

- Due to our staff shortages and high volume of calls, please hold off on non-essential emails and calls for the next 3-4 weeks. We want to keep our phone lines less congested for patients who are sick or unable to navigate technology to obtain information.
- We will be reverting to the Virtual First model (phone or video) as a way to provide safe care to our patients.
- In-person – by appointment ONLY:
 - Sick clinic for patients with infectious symptoms - 1:00 PM – 4:00 PM: Monday – Friday (1871 Danforth, 2nd floor)
 - Urgent evening clinic - 5:00 PM – 8:00 PM: Monday – Thursday (840 Coxwell)
 - Urgent Saturday clinic - 9:00 AM-Noon (840 Coxwell)
- If you have any COVID symptoms, please complete the self-assessment and follow the instructions > <https://covid-19.ontario.ca/self-assessment/>

Administrative Office: 833 Coxwell Avenue, Lower Level, Toronto, Ontario M4C 3E8 • T: 416.423.8800 • F: 416.423.8803
Clinic: 840 Coxwell Avenue, Suite 105, Toronto, Ontario M4C 5T2 • T: 416.469.6464 • F: 416.469.6164
Clinic: 1871 Danforth Avenue, Toronto, Ontario M4C 1J3 • T: 416.699.7775 • F: 416.699.7766
www.setfht.on.ca • www.facebook.com/setfht • @SETorontoFHT



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- Questions about COVID vaccines > <https://covid-19.ontario.ca/ontarios-covid-19-vaccination-plan>
- If you require a repeat prescription, have your pharmacy fax it over to our office and allow 1-3 business days for a response.
- We have no control over the rescheduling or priority of surgery dates. Please get in touch with your surgeon's office directly.
- Check our website for COVID resources and links to vaccines > www.setfht.on.ca

In the next couple of weeks, we will be hosting INSTAGRAM LIVE (@setfht) sessions so our providers can answer questions and help everyone better understand the current situation.

Our team has compiled several COVID-19 resources that you will find very helpful > <https://setfht.on.ca/covid-19/>

On behalf of our entire team, thank you for your cooperation and understanding during this challenging phase.

We are all in this together, be kind to each other and take care.

Sincerely,

Stephen Beckwith
Executive Director