

# North York Family Health Team

Welcome	1
Staff Appreciation	1
Congratulations	1
Chiropody Program	2
Patient Appointment Cancellation & Rescheduling Policy	2
NYFHT DEP Success	3
CCAC Community Clinics	3
NYFHT Colorectal Cancer Survivorship Program	4
Elder Dog	4
Shoppers Drug Mart	4
Rouge Valley Hyperbaric Medical Centre	5
T-Shirts for Sale	5

May-June 2015

## Welcome

The NYFH Team is very pleased to announce new staff members who have recently joined our team:

*Laura Michell* Social Worker

*Candy Jiang*, Clinical Administrative Assistant for Clinical Programs and Services, Office 707

## Staff Appreciation

The North York Family Health Team celebrated all allied health care professionals at the last Staff meeting. We appreciate the knowledge and skills that each allied health care professional brings to the excellent patient care they provide every day!



## Congratulations!

Congratulations to Dr. Michelle Greiver and NYFHT staff! Follow the link to the Tobacco in EMR publication!! This is the first study on tobacco using national EMR data. Affiliation with NYFHT is found on the first page.

<http://www.ncbi.nlm.nih.gov/pubmed/25997907>

## Chiropody Program Update

The Chiropody Program would like to thank all physicians, nurses and allied health for their continued support in recognizing patients' complaints below the ankle and referring them to the program. However, due to the increased demand, new patients who are low risk are now facing a 3-4 month wait time for first appointments.

To encourage equitable access for patients who require chiropody care, patients who are **low or moderate risk** and **have private insurance** will be asked to seek chiropody care through a private practice. When making a referral, we ask physicians and nurses to inquire with patients if they have private insurance for chiropody, and if so, to seek out foot care outside the NYFHT. A list of community chiropodists in the North York area is attached to the newsletter. When patients call to book appointments, they will be asked again about private insurance.

The focus of the NYFHT Chiropody Program remains the same in providing foot care/wound care and preventative care for patients who are at high risk of ulcerations/amputations and who do not have the resources available to seek a private chiropodist.

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### Patient Appointment Cancellation & Rescheduling Policy—NEW

Frequently, patients cancel or reschedule appointments with FHT allied health professionals, often with little or no notice. As a result, appointment times are left unfilled, and overall patient access to care is reduced.

In an effort to optimize access, NYFHT has instituted a new policy for patients cancelling or rescheduling appointments. Patients will be permitted to cancel or reschedule up to two times. After this, they will need to return to their family physician for a re-referral to services. Exceptions will be made for patients as appropriate by allied health professionals. Moving forward, **we ask that all physicians and staff communicate this policy to patients when making a referral to FHT services and programs.**

We hope that this policy will not only improve patient access to care, but also help patients to appreciate the value of the appointments they make with their health care team.



## NYFHT DEP recognized by the CDA Diabetes Standards Program!

Earlier this year, the DEP team submitted an application to the Canadian Diabetes Association (CDA) Standards Recognition Program. This program recognizes diabetes centres that offer best possible care to patients living with diabetes. The team worked hard to complete an extensive review and submission about our program, and were successfully awarded this recognition. NYFHT DEP is now part of an elite group of programs with this formal status. The team is recognized for their high quality self-management education, their inter-professional health care team model, and their use of best practices in patient care delivery. This recognition has been granted for 5 years, after which time, it can be renewed.

Congratulations to the DEP team for putting the NYFHT on the map as a standard for diabetes care!

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## CCAC Community Clinics – Increasing Access to Wound and Other Specialized Care

The level of expertise in wound care among primary care teams is varied. Without that expertise in most offices, teams are sometimes left trying to maintain a wound as best they can, until the patient is referred on to be seen and treated by a wound care expert. Patients may be faced with long waiting times for their referral to be processed, waiting to get into a wound clinic, or for a nurse to come to their home.

Recently, the NYFHT met with CCAC and were informed that the CCAC community clinics that provide wound and other specialized care to mobile patients, have the capacity for more referrals. NYFHT staff recently visited one of these clinics at 5 Fairview Mall Drive, and learned that:

- **Clinics are staffed by RNs and RPNS, with varying levels of wound care expertise**
- **Clinics are open 365 days a year, including holidays, and operate from 8:00 am to 8:00 pm**
- **Mobile patient are able to easily access care for diabetic foot ulcers, traumatic wounds, surgical wounds, venous leg ulcers, packing dressings, and negative pressure dressings**
- **Staff are able to provide patients with IV therapy, injections, and post-surgical care**
- **Same day or urgent referrals are possible as well, if indicated on the referral form**

If you have a mobile patient, who requires the above mentioned care, please consider referring to one of these clinics. You may indicate on the referral form **“Patient mobile – may be seen in community clinic”**, and send in to CCAC as usual. Referrals will be triaged by the CCAC care coordinator, and the patient will be contacted for the initial appointment. Following this, patients can book appointments as needed with the clinic.

Utilizing these clinics will keep patients out of hospital, improve access to care, and reserve resources for home visits for those patients who truly need it.

## North York Family Health Team Colorectal Cancer Survivorship Program A 2-year Data Review

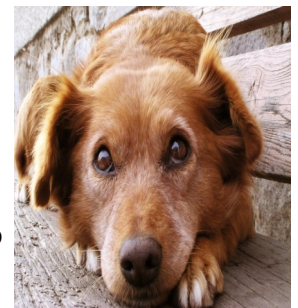
Since 2012, the North York Family Health Team Colorectal Cancer Survivorship Program has delivered centralized surveillance care to colorectal cancer patients who have finished active treatment. Made up of nurse practitioners, a case worker and a receptionist, our team currently manages the surveillance care of 302 active patients.



Through the application of evidence-based screening guidelines, 15 cancer recurrences have been detected from the time period of April 2012 to August 2015. In each of these cases, the patient re-entered oncology care within an average of 13 days, proving that access to timely and appropriate specialist care is maintained within this primary care-based program. From its beginnings, this program was in part intended to increase the capacity of oncologists to provide care to patients with newly diagnosed, and active, cancer. Of the 992 encounters conducted by nurse practitioners, only 6% required physician consultation. This data suggests that NPs are well suited to play an integral role in surveillance care and, thereby, can help to alleviate wait times for oncology care. Through the provision of comprehensive care including psychosocial support, lifestyle counselling and post-treatment symptom management, in addition to the coordination of follow-up testing, this program has also fostered the development of excellent patient-provider relationships. Satisfaction data revealed that over 96% of patients felt they were involved in decisions about their care and that they had adequate time with their providers during each encounter. *(Amy Allen, Contributor)*

### Elder Dog

ElderDog Canada is a Nova Scotia based, non-profit organization that helps older adults care for their dogs, we recognize that the human-animal bond plays a significant role in the health and well-being of seniors. Jasmine Montreuil is taking on a leadership role in getting a branch (or Pawd, as they call it) started in Toronto. They are looking for older adults in the community who may need this service, as well as any volunteers who may be interested.



ElderDog Toronto would greatly appreciate if you could tell them about us or have them contact:

elderdogtoronto@gmail.com or 1-855-EDOGCAN (1-855-336-4226)

Flyers can be dropped off at physician offices if you are interested in having some on hand. A volunteer is ready and waiting to be connected to a senior and canine companion in the Victoria Park and Lawrence area. We also help with rehoming/fostering dogs who have been displaced, as their owners move to LTC, pass away or are hospitalized.

Thank you for your time and consideration in spreading the word about Elderdog!! For more information, please visit: <http://www.elderdog.ca/>

## Rouge Valley Hyperbaric Medical Centre

The Hyperbaric Medical Centre is located in the main medical building associated with Rouge Valley Centenary Hospital. Their team of dedicated medical professionals provide the best possible medical care to patients by applying current evidence to support treatment decisions.

Their staff physicians are trained anaesthesiologists with sub-specialty training in hyperbaric medicine. Hyperbaric chamber technicians are experienced medical professionals certified by the National Board of Diving and Hyperbaric Medical Technology.

All patients referred to the Hyperbaric Medical Centre by a physician or those who self-refer and are deemed to be appropriate for hyperbaric oxygen therapy undergo an initial consultation by a hyperbaric physician.

Further information and for a referral form, please visit the Hyperbaric Medical Centre website at: <http://hyperbaric.ca>



The Shoppers Drug Mart Pharmacy located at 240 Duncan Mill Road is closed as of June 18, 2015. All prescriptions can be filled at the Leslie/York Mills location:

1859 Leslie Street  
Toronto ON M3B 2M1 Telephone: 416-383-9599

## NYFHT T-Shirts For Sale



North York  
Family Health Team

**North York Family Health Team Management Office**

**240 Duncan Mill Road, Suite 301  
Toronto ON M3B 3S6**

**Tel: 647-260-1433 Fax: 416-623-7425**

## Community Chiropodists

### **Unison Health & Community Services**

OHIP Covered  
540 Finch Avenue West  
Tel: 647-436-0385  
Chiropodist: Rui Zhao

### **Black Creek Community Health Centre**

OHIP Covered  
\*GP referral required with form to fill out  
Two locations:  
1 Yorkgate Blvd., Suite 202 Tel: (416) 246-2388 Ext. 3226  
2202 Jane Street, Unit 5 Tel: (416) 249-8000 Ext. 3226  
Chiropodist: Daniel Liu

### **Fairview Community Health Centre**

OHIP Covered, but must live in catchment area (Steeles & Bayview and Victoria Park & O'Connor Dr)  
Two locations:  
5 Fairview Mall Dr, Suite 359 Tel: (416) 640 5298  
10 Gateway Blvd. Tel: (416) 429-4991  
Chiropodists: Bill Bitaxis, Emerson Jiang

### **The Michener Institute of Applied Health Sciences Chiropody Clinic**

OHIP Covered  
222 St. Patrick St., 3<sup>rd</sup> Floor  
Tel: 416-596-3108  
Hours: Tuesday to Thursday 9am-4pm, is subject to vary  
Chiropodist: teaching facility, treatment done by students overseen by faculty. Expect longer appointment times (1 hour per visit)

### **Scarborough Centre for Healthy Communities**

Free if no insurance, patients can self-refer  
Three locations:  
629 Markham Road, Unit 2 Tel: (416) 642-9445  
2660 Eglinton Ave East Tel: (416) 640-7391  
4002 Sheppard Ave East, Suite 401 Tel: (416) 297-7490

### **Bernard Betel Centre**

\$45.20 annual membership fee. One-time fee for as many appointments needed (determined by chiropodist on site) throughout the year.  
1003 Steeles Avenue West  
Tel: (416) 225-2112, ext. 131  
Chiropodist: Christina Garcia

### **Providence Health Care**

3276 St. Clair Avenue East  
Initial appointment \$35, Follow Ups \$30 for adults, \$25 for student/seniors  
Tel: (416) 285-3619  
Chiropodists: Todd Hrycyshyn & Nancy Poon



**College of Chiropodists of Ontario**  
**Alphabetical Listing by Member's Site(s) of Practice (WITHIN ONTARIO)**

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**North York**

Alam, Salman - Chiropodist  
Ease and Strength Physiotherapy Centre  
5700 Yonge St. North American Centre-  
**Concourse Level**  
North York, Ontario M2M 41<2  
(416) 223-7898  
(416) 223-3239 Fax  
*Makes House Calls*

Bitaxis, Bill -Chiropodist  
**Fairview Community Health Centre**  
5 Fairview Mall Drive, #359  
North York, Ontario M2J 2Z1  
(416) 640-5298  
(416) 642-2238 Fax

Cappel, Marlie D.Ch  
30 Reiner Road  
Toronto, Ontario  
M3H 2L2  
(416) 707-1693

Chan, Bessie- Chiropodist  
Proactive Foot Solutions  
5418 Yonge St., Unit 13  
North York, Ontario M2N 6X4  
(416) 901-7653  
(416) 901-7656 Fax  
*Makes House Calls*

Garg, Monica- Chiropodist  
**Premed Foot Clinic**  
1315FinchAvenueWestSuite 119  
North York, Ontario M3J 2G6  
(416) 630-8819  
(416) 630-4993 Fax  
*Makes House Calls*

Goldberg, Robert- Podiatrist  
North York Foot Clinic  
**130 Francine Drive**  
North York, Ontario M2H 2H2  
416-493-8144  
416-493-8145 Fax

Hochman, Daryl - Podiatrist  
6371 Yonge Street  
North York, Ontario M2M 3X9  
416-590-1215  
(416) 590-0064 Fax

Im, Sungmin -Chiropodist  
Sungmin Im, D.Ch.  
28 Empress Avenue Ste 1710  
North York, Ontario M2N 6Z7  
(416) 226-9132  
*Makes House Calls*

Ismail, Tasleem- Chiropodist  
A. T. Home Physiotherapy & Orthotic  
**18 Spring Garden Avenue**  
North York, Ontario M2N 7L8  
(647) 724-5628  
*Makes House Calls*

**(North York)**  
Kalvari, Philip -Chiropodist  
1057 Steeles Avenue West PO Box  
81701  
North York, Ontario M2R 3X1  
(905) 709-3268

**Kamen, Joshua -Chiropodist**  
708-3840 Bathurst Street  
North York, Ontario M3H 6C6  
(416) 226-2569  
*Makes House Calls*

Keogh, Francis -Chiropodist  
Easy Health Centre  
6464 Yonge Street, Suite 116  
North York, Ontario M2M 3X4  
(647) 334-7082

Khan, Farha -Chiropodist  
Black Creek Community Health Centre  
2202 Jane Street Unit 5  
North York, Ontario M3M 1A4  
(416) 249-8000

**Ku, Vincent- Chiropodist**  
**Premed Rehabilitation Centre**  
1315 Finch Ave. W.  
North York, Ontario M3J 2G6  
(416) 638-7744

Lee, Ben -Chiropodist  
**Yonge Norton Chiropractic Centre**  
5255 Yonge Street  
North York, Ontario M2N 6P4  
(416) 225-8479

**Luong, Ai -Chiropodist**  
Premed Physiotherapy & Rehab Centre  
1315FinchAvenueW. Suite119  
North York, Ontario M3J 2G6  
(416) 638-7744  
(416) 650-5179 Fax

**Marcus, Arnold - Podiatrist**  
**North York Seniors Centre**  
**21 Hendon Avenue**  
North York, Ontario M2M 4G8  
(416) 733-4111  
(416) 733-1858 Fax

**McKenzie, Franca- Chiropodist**  
Ortho Plus Health Clinik Inc.  
4400 Dufferin St, Unit 8  
North York, Ontario M3H 6A8  
(416) 661-9595

Nesbitt, Lloyd - Podiatrist  
4950 Yonge Street Suite 2414  
North York, Ontario M2N 6K1  
416-733-8533

**(North York)**  
Outchitel, Lev- Chiropodist  
**Dynamic Foot Clinic**  
1057 Steeles Avenue W. PO Box 81701  
North York, Ontario M2R 3X1  
(416) 763-9155  
(905) 709-1875 Fax  
*Makes House Calls*

Qureshi, Omar- Chiropodist  
**Canada Orthomedix Inc.**  
495 Champagne Drive, Unit 20  
North York, Ontario M2J 2C5  
(416) 633-3668  
*Makes House Calls*

Tabrizi, Ehsan -Chiropodist  
**Downsview Wellness Clinic**  
2780 Jane Street  
North York, Ontario M3N 2J2  
(647) 352-1234  
(647) 347-7778 Fax  
*Makes House Calls*

Tharani, Salima -Chiropodist  
Complete Foot Care and Therapy  
4800 Leslie Street Suite 305  
North York, Ontario M2J 2K9  
(416) 642-9640  
(416) 640-7653 Fax  
*Makes House Calls*

Tsung, Jessica- Chiropodist  
North York Foot Clinic  
**130 Francine Drive**  
North York, Ontario M2H 2H2  
(416) 493-8144  
(416) 493-8145 Fax

Wang, Li Jun -Chiropodist  
First Comfoot Center  
3911A Don Mills Road  
North York, Ontario M2H 2S7  
(416) 496-8686  
(416) 496-8686 Fax  
*Makes House Calls*

**Warner, Jeffrey- Podiatrist**  
1315 Finch Ave. West Suite 210  
North York, Ontario M3J 2G6  
416-635-2998  
416-635-2934 Fax

Warner, Robert- Podiatrist  
3695 Keele St. Suite 103  
North York, Ontario M3J 1N2  
416-635-2986  
416-635-2987 Fax

Zhang, Shu Liang - Chiropodist  
**Parkway Massage Clinic**  
103 Parkway Forest Drive Unit 54  
North York, Ontario M2J 1L8  
(416) 493-7720