



Welcome to your newsletter, created for patients by patients!

This newsletter is the second edition of Patient News, a project led by our Patient and Family Advisory Council (PFAC). Our PFAC is made up of 12 patients who meet once a month and work hard to improve the Family Health Team (FHT) patient experience. We work together to make sure your patient voice is involved in healthcare decisions.

Do you want to know more, or do you have some thoughts you'd like to share with the PFAC? Email FHTpfac@smh.ca to connect with us!

What's Happening in our Community?

- In June, members of the LGBTQIA+ community and allies celebrated PRIDE in Toronto. This year marks the 50th anniversary since the Stonewall uprising in Manhattan, New York; an important historical event for LGBTQ2+ rights. Happy Pride to all our patients who celebrated!
- Friday, June 21st was National Indigenous Peoples Day in Canada, where Canadians acknowledge the contributions, achievements and diverse cultures of the First Nations, Inuit, and Métis people. Recently, the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls was released, and can be read here: <https://www.mmiwg-ffada.ca/>
- World Hepatitis Day is on July 28. Did you know new treatments for hepatitis C cure the disease in more than 95% of cases? Read our patient tips section to learn more about what our Family Health Team is doing to try to cure hepatitis C.
- August 12th is International Youth Day. We'd like to hear from our youth patients. We are hosting a focus group over the summer (pizza included)! If you're between 14 and 25, and want to join us, email vahidin@smh.ca.

Summer Safety: How to Avoid Heat-Related Illness



In the summer, the combination of high heat, high humidity, and smog can be very dangerous. Protect yourself by:

- **Wearing loose, light clothing and a hat**

- **Avoiding intense physical activity**

- **Avoiding heavy meals and using your oven**

- **If limited or no access to air conditioning, keep shades or drapes drawn and blinds closed, but keep windows slightly open**

- **Staying hydrated**

- **If you must go outside, stay in the shade as much as possible**
- **Planning to go out early in the morning or evening when cooler**

- **Consulting your doctor or pharmacist about side effects of your medication**

- **Visiting air conditioned or cool places e.g. shopping malls, libraries, community centers**

- **Never leaving a child or pet in a parked car or sleeping outside in direct sunlight**

- **Taking a cool bath or shower or cooling down with cool, wet towels**

Find a cooling centre near you at this City of Toronto website link: <https://bit.ly/2Jcj1xe>

Featuring Patient Advisors Who We Are and Why We Got Involved

Jane Cooney

Jane is the co-chair of our Patient and Family Advisory Council. She is a retired business person who has been a patient at St. Mike's since she came to Toronto from Montreal to attend graduate school—many years ago.

She is a strong supporter of the hospital and is pleased to use some of the time now at her disposal to give back to the institution that has given her so much. She has had broad-based experience with the health care system as a patient, a caregiver and a board member of two health care organizations.

Her work in executive positions in companies, not for profits and professional organizations and her entrepreneurial skills as owner of a small business are all being put to work as together members of our PFAC strive to ensure that the patient voice is heard around St. Mike's.



Maria Kendal-Kong

Maria is originally from Edmonton and moved to Toronto for her post secondary education. She has been a client with the FHT since 2010.

She is currently completing her undergraduate degree in Community Mental Health and has a background in nursing and research. She is excited to be a part of the PFAC as it combines her passions for health care, healthy communities and social advocacy.

Paul Oxley

Paul has been a member of the Family Health Team PFAC for a year. He's a retired senior, living in the catchment area of St. Mikes and has a daughter. Paul appreciates the care that St. Mikes has given to him and looks to giving back to this health care community, in whatever way possible as a thank you.

He enjoys volunteering, recently sitting on the board of Mainstay Housing which provides homes for those with mental health and disability issues which he shared. Paul also works with newcomers to Canada helping them transition from one culture to another, through the settlement agency Culturelink.

He has been a long time environmental activist, trying to bring awareness and change to an ever growing extreme climate patterns that are a threat to life itself.

Paul knows the community quite well and sees himself as an advocate for the most vulnerable. The homeless, the addicted, those with mental health problems and low income seniors. He hopes he can make a difference for those living in this area by engaging with the St. Mikes health care community.

Jane Cooney, Co-Chair of the Patient and Family Advisory Network, presenting at the College of Family Physicians of Canada Forum on Virtual Care and Artificial Intelligence in healthcare. May 24, 2019.

Patient Tips: Helpful Things Patients Need to Know

Changes to Lab Services at 61 Queen and 80 Bond:

The information below only applies to patients of 61 Queen and 80 Bond clinic locations

Beginning May 6th, 2019, most routine blood tests and other non urgent lab tests will be done at private labs, rather than at a St. Michael's Hospital lab. We decided to make this change because most family health teams in Ontario do not receive government funding for these lab tests to be performed at a hospital lab. There are also a number of community labs close to 61 Queen and 80 Bond, and many others around the city that you can visit.

Your results will still go to your family doctor, regardless of what lab you go to. If you want to see your results, many private labs offer patient accounts that you can sign up for. However, the results will not be available on MyChart.

Your healthcare provider is available to answer questions and provide the Ministry of Health requisition forms required for private labs.

Curing Hepatitis C in our Family Health Team

Did you know that worldwide 0.5 million people die each year from hepatitis C-related liver disease? In Canada, Hepatitis C causes more years of life lost than any other infectious disease.

The good news is that there is a treatment. In fact, new treatments for Hepatitis C cure the disease in more than 95% of cases. Still, we know that many of our own patients have not been treated.

Our Family Health Team has started a program to try to cure hepatitis C. We are making sure that doctors, pharmacists, social workers and others working right here in our Family Health Team can support people to get treated. We have identified which patients would benefit from treatment and are reaching out to them to come in and see us. Sometimes, though, we can't reach people who need to be seen.

If you or your family member has Hepatitis C, talk to your doctor or nurse practitioner at the Family Health Team about getting treated.