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# **PrimaCare Community Family Health Team Service Guide**

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# Welcome to the Family Health Team!

## What is a Family Health Team?

A family health team is a group of Physicians, Nurse Practitioners, Registered Nurses, and other healthcare professionals who work together to provide collaborative and coordinated care for individuals and families. We offer a wide range of services, including primary care, preventive care, and chronic disease management.

The following are a few of the many benefits of being a part of a family health team:

- A large and diverse health care team broadening the knowledge and skill set
- Shared care amongst multiple clinicians
- Expertise and services of specialized health care providers
- Individual support in chronic disease including diabetes, asthma, weight management
- Appointments during extended evening and weekend hours

## Stay connected with us on Social Media:



PrimaCare Community Family Health Team



@pccfht



[www.pccfht.ca](http://www.pccfht.ca)

# After Hours Clinic

The After Hours Clinic is a service provided by the Family Health Team to help patients receive the non-urgent care they need outside of their Family Physician's regular office hours.

Monday-Friday: 5-8 pm  
Saturday: 9 am to 12 pm

## Services:

The clinic is equipped to see certain concerns and issues including:

- ▶ Coughs
- ▶ Sore Throats
- ▶ Fevers
- ▶ Sinus Infections
- ▶ Ear Infections
- ▶ Boils/Bumps
- ▶ Diarrhea (unless dehydrated)
- ▶ Eye Infections
- ▶ Rash/Skin Irritations
- ▶ Infected Cuts/Bites (no wound care)
- ▶ Headaches
- ▶ UTI/Genital Issues
- ▶ Nausea/Vomiting

## How to access these services?

Please always contact your Physician's office first unless outside regular business hours. Your Physician's office will direct you to contact the Family Health Team if appropriate.

The Family Health Team Reception can be reached at 519-442-9834.  
Monday-Friday 8:30 am to 4 pm and between 5-8 pm.

We are not a walk-in clinic, so please always call to inquire about an appointment. The clinic is not intended for routine appointments, acute or chronic conditions.

# Registered Nurses

A primary care Registered Nurse (RN) plays a vital role in providing comprehensive healthcare services to individuals. They serve as the initial point of contact for patients, offering expert care, guidance, and support throughout their healthcare journey. These Nurses are well-trained professionals who possess a deep understanding of various medical conditions, preventive care measures, and treatment options.

In their role, primary care Registered Nurses perform a wide range of tasks. They conduct thorough assessments of patients' medical history, symptoms, and current health status to identify any potential health concerns. This enables them to create personalized care plans that address the specific needs of each individual. They also provide essential preventive care services, such as vaccinations and health screenings, to maintain optimal health and well-being.

Furthermore, primary care Registered Nurses collaborate with other healthcare professionals to ensure coordinated care for patients. They communicate with Physicians, specialists, and allied healthcare providers to share critical patient information, facilitate referrals, and ensure seamless transitions between different levels of care. By working collaboratively, these Nurses contribute to improved patient outcomes and enhanced continuity of care.

## RN Evening Clinic:

In addition to seeing patients during regular office hours, RNs at the Family Health Team also provide a range of services in the RN Evening Clinic:

- ▶ Ear Syringing
- ▶ B12 & Prolia Injections
- ▶ Suture/Staple Removal
- ▶ Newborn Visits/Well Baby Checks
- ▶ Women's Exams (e.g. Pap Tests)
- ▶ STI Testing
- ▶ Birth Control Counselling
- ▶ Memory Testing
- ▶ TB Skin Testing

### How to access these services?

Please contact your Family Physician's office to inquire about an appointment. Please contact the Family Health Team Reception if you require an evening appointment.

# Nurse Practitioners

A Nurse Practitioner (NP) is a highly trained and qualified healthcare professional. They have completed extensive education and training to provide a wide range of healthcare services to patients. Nurse Practitioners work independently, as well as in collaboration with Physicians and other healthcare professionals to provide comprehensive and holistic care to individuals of all ages.

In their role, Nurse Practitioners can diagnose and treat various acute and chronic conditions, order and interpret diagnostic tests, prescribe medications, and provide counseling and education to patients. They are trained to take a holistic approach to patient care, considering not only physical health but also the social, emotional, and mental well-being of individuals.

# Physician Assistants

Physician Assistants (PA) are highly skilled healthcare professionals who work under the supervision of a licensed Physician. They are trained to provide a wide range of medical services, including diagnosing and treating illnesses, performing physical examinations, and prescribing medications.

One of the key roles of a Physician Assistant is to assist in the diagnosis and treatment of patients. They work closely with physicians to gather medical histories, perform physical examinations, and order and interpret diagnostic tests. PAs are trained to recognize and evaluate symptoms, make diagnoses, and develop treatment plans.

In addition to diagnosing and treating patients, Physician Assistants also play a crucial role in preventing and managing chronic diseases. They provide education and counseling to patients on topics such as healthy lifestyle choices, disease prevention, and medication management. PAs work collaboratively with other healthcare professionals to develop comprehensive care plans that address the individual needs of each patient.

## How can you access these providers?

Please contact your Family Physician's office to inquire about an appointment.

# Registered Dietitians

A Registered Dietitian (RD) is an expert in food and nutrition. They provide personalized advice to help individuals make healthy choices and manage their diet. Whether you're looking to develop a healthier relationship with food, manage a medical condition, or simply improve your overall health, a Registered Dietitian can help guide you on your journey. They can create a customized meal plan, provide ongoing support and education, and help you navigate through the vast amount of nutrition information available. With their expertise, you can feel confident in making informed decisions about your diet choices. So, if you're looking for professional guidance and support in achieving your nutrition goals, consider consulting a Registered Dietitian.

## Services:

Registered Dietitians are able to assist with a wide range of diet and health related concerns and conditions:

- ▶ General Nutrition Counselling
- ▶ Pre-Diabetes/Diabetes
- ▶ Dyslipidemia (High Cholesterol)
- ▶ Weight Loss/Weight Gain
- ▶ Hypertension
- ▶ Irritable Bowel Syndrome
- ▶ Crohn's/Colitis
- ▶ Chronic Kidney Disease (Staes 1-3)
- ▶ Eating Disorders/Disordered Eating
- ▶ Pregnancy Nutrition
- ▶ Infant Nutrition (Intro to Solids)
- ▶ Toddler/Pre-School (e.g. picky eating)
- ▶ Child Nutrition
- ▶ Food Insecurity (Low-Income Households)

## How can you access these services?

You may speak to your Family Physician's office to request a referral. You may also self-refer by contacting the Family Health Team at 519-442-9834.

# Registered Social Worker

A Registered Social Worker (RSW) provides the psychosocial perspective to primary care and focuses on the assessment, treatment, and prevention of mental illness, emotional, and other behavioral disturbances. This includes individual and group counselling, links to other community resources, education on mental health issues, and promoting mental health advocacy.

## How can you access these services?

Please contact your Family Physician's office to request a referral.

# Doctor of Psychiatry

A Psychiatrist is a medical doctor who specializes in the diagnosis, treatment, and prevention of mental, emotional, and behavioural disorders. They are trained to evaluate a person's mental health through interviews, observations, and psychological tests. In addition to providing therapy and counseling, psychiatrists can also prescribe medication to help manage mental health conditions. They work with individuals of all ages and backgrounds, including children, adolescents, adults, and older adults. The goal of a psychiatrist is to help their patients improve their mental well-being and overall quality of life.

**Patients 17 and older** can be referred by their Family Physician, Physician Assistant or Nurse Practitioner for diagnosing, monitoring of various mental health conditions such as ADHD, anxiety, depression, post-partum depression, gender identity disorders, mood and personality disorders.

## How can you access these services?

Please contact your Family Physician's office to request a referral.



# Registered Pharmacists

Pharmacists play an important role in the healthcare system through their expertise in medication management and drug therapy. Their responsibilities go beyond simply dispensing medications; Pharmacists serve as a bridge between patients, Physicians, and other healthcare providers, ensuring safe and effective medication use.

One of the primary functions of Pharmacists is to verify and dispense prescribed medications accurately. They carefully review prescriptions for potential drug-drug interactions, allergies, and appropriate dosages. This review and double check system helps prevent medication errors and adverse reactions, which enhances patient safety.

Pharmacists also educate patients about important details of their medication; for instance: what the medication has been prescribed for, how to take their medication appropriately (e.g. whether to take with food or not) and potential side effects, along with how to manage them.

## Services:

- ▶ STOP Program (Quit Smoking)
- ▶ Pain Management
- ▶ INR monitoring/Point of care INR testing
- ▶ Medication Review & Counselling

## How can you access these services?

Please speak to your Family Physician's office to request a referral.

# Registered Chiropodist

A Chiropodist is a primary health care provider, described as a foot specialist, who can assess and provide medical treatment of nail and skin concerns, including nail care, corns and calluses to promote healthy, pain-free feet. Foot issues can be a very common issue in patients with diabetes and can lead to serious complications.

## Services:

Chiropodists are able to assist with a wide range of basic, advanced, and chronic foot care needs including:

- ▶ Diabetic Foot Care & Assessments
- ▶ ABI Assessment
- ▶ Basic and Advanced Toenail Care
- ▶ Corn/Callus Removal/Treatment
- ▶ Minor Surgical Procedures

## How can you access these services?

Please contact the Family Health Team Reception to request a same-day appointment. Wednesdays and Thursdays only. Phone lines open at 8:30 am.

# Registered Nurse Foot Care Clinic

## Services:

We have Registered Nurses certified in basic and advanced foot care who are able to assist with a wide range of foot care needs including:

- ▶ Basic Diabetic Foot Care
- ▶ Basic and Advanced Toenail Care
- ▶ Referral to the Chiropodist if necessary
- ▶ Light Callus Treatment
- ▶ Basic Ingrown Nail Treatment

## How can you access these services?

Please contact the Family Health Team Reception to pre-book an appointment.

# Registered **Respiratory Therapist**

Our Respiratory Therapist (RT) can assess the cardio-respiratory systems of patients, perform and interpret diagnostic breathing tests, and develop and implement respiratory therapy care plans for clients. The RT monitors and evaluates patient progress especially for patients with chronic and severe breathing problems and conditions.

## **How can you access these services?**

Please speak to your Family Physician's office to request a referral.

# Spirometry **Clinic**

In addition to a Respiratory Therapist, the FHT also offers a spirometry clinic. Spirometry is a common test used to assess how well your lungs work by measuring how much air you inhale, how much you exhale and how quickly you exhale. This test is used to diagnose breathing problems like asthma, chronic obstructive pulmonary disease (COPD) and other conditions that affect breathing.

## **How can you access these services?**

Please speak to your Family Physicians office to request a referral.