

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 many 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

Please follow us for updates about available community-based clinics and events!

After Hours Clinic

The After Hours Clinic is a service provided by the Family Health Team to help PrimaCare 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, emergency or chronic conditions.

Primary Care Physicians

Our Physicians are key members of the Family Health Team. Our Physicians provide a large amount of your medical care. They work with our IHP professionals to offer additional care and services. For any regular or routine appointments, please contact your family physician directly for an 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.

How can you access these providers?

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

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.

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
- ▶ STI Testing
- ▶ B12 & Jubbonti Injections only
- ▶ Birth Control Counselling
- ▶ Suture/Staple Removal
- ▶ Memory Testing
- ▶ Newborn Visits/Well Baby Checks
- ▶ Well Woman Visits (e.g. Pap Tests)

Lactation Consultation (Open to Community)

A lactation consultant is a registered nurse who is certified and has additional expertise to provide help to parents with breastfeeding and infant feeding. They can help with a range of concerns such as:

- ▶ Latch and positioning
- ▶ Milk supply or milk letdown issue
- ▶ Advice on pacifiers and bottles
- ▶ Breast concern (Ex: mastitis or clogged duct)
- ▶ Assistance with breast pumps
- ▶ Tongue and/or lip tie assessment
- ▶ Weaning or introduction of solids
- ▶ Bottle introduction to a breastfed baby

How to access these services?

Please contact the Family Health Team Reception if you require 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, connection 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.

Licensed Psychiatrist

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 counselling, 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 or a 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.

Child and Youth Mental Health Counsellor

A Child and Youth Mental Health Counsellor (CYCP) provides family-centred care as the impact of the family unit and/or caregivers on a child's learning and development are crucial. The CYCP works with families to provide education and support in addition to the skills and interventions that are taught to the youth themselves. The family will be an active part of the process for our younger patients as well as school and any other major influences.

How can you access these services?

Please speak to 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
- ▶ Pre-Diabetes/Diabetes
- ▶ 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 recommend respiratory therapy care plans to be implemented by the Family Physician or a Nurse Practitioner. 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.

Blood Pressure Clinic

We offer a free, community-wide blood pressure clinic that is facilitated by a Registered Nurse to promote cardiovascular health in our community and raise awareness about the importance of blood pressure monitoring. A copy of your results will be provided to you.

Cowan Health Hub - Community Room

Wednesdays: 1:30 - 4 pm

Fridays: 9 - 11:30 am

How can you access these services?

No appointment or referral is required.

