

The Centre for Family Medicine
 Family Health Team
 includes the practices of:

Dr. Joe Lee
 Dr. Linda Lee
 Dr. Heather Dixon
 Dr. Alex Kolbasnik
 Dr. John Pefanis
 Dr. John Yee
 Dr. Neil Arya
 Dr. Michael Lee-Poy
 Dr. Peter Whitby
 Dr. Brian Finn
 Dr. Kim Moore

Executive Director: Ms. Pat McLeod
 Site Program Assistant: Glenda O'Brien

Inter Professional Healthcare Providers:

Chiroprodists: Haley Court
 Todd Porter
 Jane Warner

Chiropractor: Dr. Craig Bauman

Clinical Pharmacist: Dr. Jeff Nagge
 Anjali Banerjee

Clinical Dietitian: Marg Alfieri

Marriage & Family Therapists:
 Annette Dekker
 Felicity Finn
 Catharine Voisin

Nurse Practitioners: Dawn Spence
 Rita Cutajar

Health Educator: Jennifer Janzen

Physiotherapist: Alexandra Ilich

Social Workers: Colleen McMillan
 Raechel Pefanis
 Sharon Dillon-Martin

www.family-medicine.ca November/December 2008

2008 Flu Immunization Clinics



NO APPOINTMENT NECESSARY
 (For our patients only please)

Tuesday,	Nov. 4 th	5:00-7:00 pm
Monday,	Nov. 10 th	5:00-7:00 pm
Tuesday,	Nov. 11 th	5:00-7:00 pm
Wednesday,	Nov. 12 th	1:00-3:00 pm
Monday,	Nov. 17 th	5:00-7:00 pm
Tuesday,	Nov. 18 th	5:00-7:00 pm
Wednesday,	Nov. 19 th	1:00-3:00 pm
Tuesday,	Nov. 25 th	5:00-7:00 pm

QIIP Corner

In September TEAM SYNERGY attended a 2 day learning session in Toronto. The purpose of this session was to share information with other Family Health Teams, get assistance with data gathering and discuss opportunities for change and improvement.



Dawn Spence, Marg Alfieri, Sylvia Decker, Wende Bedirian, Pat McLeod and Dr. Joe Lee

A sample of some of the changes that are currently being tested or implemented at The Centre are shown in the chart below:

CHANGE	TESTING	IMPLEMENTED
Self Management	Set and document self management goals collaboratively with patients	
Community		Develop partnerships with community organizations
Healthcare Organization		Report progress and successes at Board level
Decision Support	On-going educational opportunities	
Clinical Information Systems		Generate automatic reminders for screenings
Delivery System Design	Reduce scheduling complexity by creating pods	

Watch for birth announcements in the New Year. We are expecting five deliveries which will include two sets of twins.



Upcoming Seminars ...

Diabetes Seminars

- Nov. 4th What's happening to your body
- Nov. 11th Medication
- Nov. 18th Exercise and Foot Care
- Nov. 25th Emotion and diabetes

Educational Seminars

- Nov. 24th Osteoporosis

In the new year watch for seminars on:

- Stretching your Dollar for Healthy Meal Choices
- Neck Pain
- Chronic Pain
- Foot Injuries

Wellness Seminars

Seminars are held throughout the year on various topics of interest. Watch for information posters hung up around the Centre and check out our website on a regular basis.

If you would like to be personally invited to a seminar please leave your e-mail address or phone number at reception.

www.family-medicine.ca

These seminars are provided by the CFFM, along with the Ministry of Health and Long Term Care as part of its pilot project to promote the health and well being of our patients.

BREAST CANCER AWARENESS MONTH

October was Breast Cancer Awareness Month and The Centre for Family Medicine participated in two fund raising events.

On Friday, October 3rd we held a pot luck lunch at the Centre. Many staff members wore “pink” and we raised **\$600.00**.

The second event was the CIBC Run for the Cure on Sunday, October 5th. 20 participants, including staff, their spouses, their children and their parents made up the “Family Medicine in the Pink” team. We congratulate this group on raising **\$2,830.00** for Breast Cancer research. A special thank you goes to Dawn Spence, our Nurse Practitioner, for organizing our participation in this annual event. Next year the run will be held on **Sunday, October 4th, 2009**.



RESIDENT UPDATE

*Excerpt from The Record, Nov. 3/08
By April Robinson, Record Staff*

Waterloo – After 10 years of university and mountains of debt, 28 year old Dr. Carolyn Fuss is ready to settle down.

She's in the last stretch of her residency to become a family doctor, working at The Centre for Family Medicine in downtown Kitchener.

And with an estimated 30,000 people in Kitchener and Waterloo without a family physician, the Chamber of Commerce would like nothing more than for her to stay.

"Knowing there's a huge need after growing up here, it would be hard to turn your back on that," Fuss said.

She was one of 14 medical students taking in a tour and recruitment initiative by the Greater Kitchener-Waterloo Chamber of Commerce this weekend.

As for Fuss, who grew up in Kitchener, she's settling into a new house with her husband, Dr. Kevin Fuss, a chiropractor. Carolyn met Kevin in high school at Cameron Heights Collegiate Institute. "It's a long road, but it's worth it," she said. "It's very nice for us to be home."



Scheduling and Cancelling an Appointment

When scheduling an appointment please call well in advance so that we may accommodate your schedule to the best of our ability. It is important to let the receptionist know the nature of your appointment so that an appropriate amount of time may be booked. Please be aware that our reception staff cannot diagnose problems nor give advice, prescriptions, or results of tests over the phone.

If you cannot keep an appointment please call prior to the appointment to cancel; if 24 hours notice is not given a charge may apply.

What does being a "rostered" patient mean?

The Centre for Family Medicine is a Family Health Team. This model of care is a partnership with the Ministry of Health and Long-Term Care to improve the provision of health care services to you.

Enrolment in this program gives you access to treatment or telephone advice 24 hours a day, 7 days a week (through the Telephone Health Advisory Service at 1-866-553-7205). You will also have access, **free of charge**, to our inter-professional health care providers such as our dietitian, pharmacist, chiropractor, social worker, family and marriage therapists, and nurse practitioners. Enrolment also offers you access to our many specialty clinics such as our travel clinic, anticoagulation clinic, pain management clinic, heart function clinic and many more. All these services are only available to "rostered" patients. **If you become "de-rostered", you continue to be a patient at the Centre however you will no longer have access to these extra services.**

Note: If you are a "rostered" patient, we ask that you **do not use urgent care clinics** as this service is not approved by the Ministry. Also if you require the services of a specialist not available at the Centre please advise us so we can temporarily de-roster you while you are receiving care from outside this practice.

If you still have questions, please speak to your doctor.

After Hours Care

If you are a rostered patient experiencing health problems after hours, on weekends, or on recognized holidays, you have access to the **Telephone Health Advisory Services (THAS).**

THAS connects you to a nurse who can provide advice, access to a family health team doctor on call, or, if appropriate, suggest that you go to emergency.

If you cannot wait for the physician on-call or if your problem is of an urgent nature, we request that you go to the Emergency Department.

THAS : 1-866-553-7205