

KNOW SOMEONE LOOKING FOR A FAMILY DOCTOR?

Our education program is under expansion, so select family physicians have joined the Queen's Family Health Team (QFHT). We are pleased to announce that the QFHT is accepting new patients, so please share this opportunity with colleagues, friends and family members who may be looking for a family doctor, or could benefit from the specialized knowledge of an academic health care team.

Call **613-533-9303** or consult our website at **www.qfht.ca** for more information. ■

PROGRAMS & SERVICES – SOME HIGHLIGHTS

For a full list of programs and services, consult our website at www.qfht.ca.

SMOKING CESSATION

Do you smoke? Would you like to quit? We can help! The QFHT, along with several other family health teams in the area, has been chosen to participate in the Ottawa Model for Smoking Cessation program. This program starts in September 2011 and will see all members of the clinical team helping to identify and support patients who are interested in quitting. Several members of our staff have completed specialized training, and can offer counselling and support in developing a "quit plan," as well as follow-up after your quit day. The QFHT has also been approved to distribute nicotine replacement therapy at no cost to patients.

As an alternative, there is a research study underway into the role of acupuncture in smoking cessation. If you would like to participate in this study, please contact our office.

FOOT CARE

Specialized foot care services are available to QFHT patients at no additional cost.

The following is a list of the services provided:

- Assessment of patients to determine a plan of care based on the health history, vascular supply, signs of infection, presence or absence of sensation, deformity, gait, footwear and the presence of wounds;
- Treatment of a wide range of problems of the foot and lower limbs such as corns, calluses with or without fissures, verrucae, ingrown nails, athlete's foot, bunions, heel pain and chilblains (perniosis);

- Proper nail and skin care for diabetics and others;
- Basic foot care education including injury risk factors, daily self-inspection of the feet, proper nail and skin care, injury prevention, when to seek assistance and selection of proper footwear;
- Documentation of the presence of wounds and referral to the physician/nurse practitioner for more advanced treatment; and
- Referrals for generic orthotics.

Please contact our office or speak to your health care provider to arrange for an appointment.

ON-SITE SPECIALTY CLINICS

The QFHT has partnered with several organizations and individuals to offer our patients access to specialists on-site. Patients meet with these specialists at the 220 Bagot Street site, where their physician will receive a record of the visit right away. If you are interested in meeting with any of these providers or would like to learn more about these programs, please speak to your health care provider.

As of August 2011, our current list of on-site specialty clinics includes:

- Chronic Pain – Dr. David Ruggles from Providence Care/St. Mary's of the Lake holds two clinics per month at the QFHT;
- General Internal Medicine – Drs. Johanna Murphy and Phillip Wattam from Kingston General Hospital hold two clinics per month at the QFHT; and the
- Primary Care Asthma Program – A Registered Nurse from Kingston General Hospital offers specialized asthma education at two clinics per month at the QFHT.



NEWS & FAST FACTS

- Do you know we have a website? Take a look at www.qfht.ca for up-to-date information on special programs.
- Do you have a comment or suggestion? Email info@qfht.ca or call 613-533-9303. Comment boxes are also displayed in each waiting room. All comments are reviewed by the Clinic Manager and addressed with health care team members as appropriate.
- Flu season is coming! Flu clinics are usually held each November. Consult our website in the fall for information about flu clinic dates. If you have any questions about immunizations or if you require a copy of your immunization record, please contact our office.
- Committed to Quality: Based on the Institute of Medicine's six domains of quality, the QFHT is committed to improving safety, timeliness, efficiency, patient-centredness, effectiveness and equity.
- New Technology: You might have noticed the LCD screens in our waiting rooms. These provide a way to highlight health programs and tips, local services and important reminders. We have also updated all of our clinic computers, and are in the process of updating audio-visual equipment for resident observation.
- What is a family health team? Family health teams (FHTs) are health care organizations that include a team of family doctors, nurses, psychiatrists, social workers, dietitians, and pharmacists who work together to provide care for their community. Family health teams provide comprehensive services and a wide range of health programs, often on-site.

ABOUT THE QUEEN'S FAMILY HEALTH TEAM



Queen's University is a distinguished academic health sciences centre devoted to training doctors, nurses and other health professionals. The Department of Family Medicine has the largest residency program at Queen's, providing graduate-level specialty teaching for medical doctors who want to become family physicians. Our residents get on-the-job training at sites in Kingston, Belleville, Peterborough, Oshawa, and smaller communities across Eastern Ontario.

The Queen's Family Health Team, or QFHT, is the Department's Kingston site, with two downtown clinic locations. QFHT patients receive quality care and service from our health care team – doctors, nurses, psychiatrists, social workers, a dietitian and a pharmacist. Team members are actively involved in research and developing innovative programs to treat illnesses, manage chronic conditions and maintain good health. Patient participation in health research is encouraged and appreciated.

Resident medical doctors are keen to learn from our award-winning team of family physician faculty and health professionals.

Our residents bring a fresh perspective to the clinic, keeping us at the forefront with the latest medical information and technologies.

Our patients are a major partner in the professional development of future family doctors through their willingness to participate in the education process. They and their families are valued as members of the Queen's Family Health Team. The care that patients receive at Queen's Department of Family Medicine, one of Canada's most respected academic health science centres, is greatly enhanced through a team approach that combines expertise, innovative programming and a commitment to excellence.

The QFHT is committed to delivering quality patient care. We've been busy developing many new programs and services, and have highlighted them here to update you. Feel free to speak to a member of your health care team to find out more. ■

OUR RESIDENTS

We are an "academic" family health team, which means that our team includes residents in training. Residents are medical doctors – they have completed their medical degree (i.e. "med school"), but before they can have a practice of their own, they must complete additional "on-the-job" training for a specialization in family medicine.

Family medicine residency is two years, though some physicians will complete an additional third year of enhanced skills training in areas like women's health. Our residents are divided into two cohorts (cohort A and cohort B) and they alternate in eight-week blocks.

New this fall, we have formally assigned patients to a resident from each cohort. This doesn't affect your relationship with your family doctor – in fact, it means that all patients have three doctors who are looking after their care! It is important that patients get an opportunity to meet the residents who will be looking after them for the year so, whenever possible, you will be booked for appointments with "your" resident.

Residents work under the supervision of one of our faculty physicians. The faculty physician is available to consult with both patients and residents. If you have any questions, please don't hesitate to ask!

Audio-Video Observation of Learners

An important part of each resident's training is provided by the supervising physician who directly observes his or her interactions with patients. This is often done in person, with the resident and supervising physician in the clinic room talking with the patient. When this isn't possible, cameras in the clinic rooms allow your family doctor to observe patient visits with your resident as they occur, a process called "live-streaming." This process is different from video recording because no data is saved. It's like watching live TV, as it is happening, versus a DVD which is a recording, and can be watched time and time again.

The purpose of observing learners in person or by audio-visual camera is:

- To ensure the quality of care you are being given, and
- To provide information for feedback to residents as a teaching resource.



Your health matters are held in the strictest confidence:

- There will be no live-streaming of physical exams.
- Supervising physicians are the only caregivers with password-protected access to view the sessions.
- You have the right to "opt out." If you don't feel comfortable with the process, let your caregiver know and the camera in the clinic room will be turned off, per your request.
- There will be no recording whatsoever of your visit without your written consent.

If you have any questions at all, please do not hesitate to ask a member of your health care team.

The lessons residents learn from on-the-job training here at the QFHT is essential for them to become skilled practitioners in the community.

Thank you for your much-valued help in training the family doctors of tomorrow!

WE VALUE YOUR FEEDBACK

The QFHT is committed to delivering quality care to you, our patient. We welcome your feedback and hope this information was a useful update on what your health care team has been working on of late.

Email us at info@qfht.ca.



Queen's Family Health Team

220 Bagot Street and 115 Clarence Street
Kingston, ON K7L 5E9
613.533.9303
www.qfht.ca