

Supporting Health and Wellness through Food and Nutrition

Food is more than simple nourishment! Providing us with energy and nutrients to live life to the fullest, it is also one of life's pleasures.

The goal of Registered Dietitians (RDs), is to promote health and wellness through food and nutrition. Whether you need to follow a special diet, need help planning healthy meals for your family, or simply want to improve your eating habits, a Registered Dietitian will personalize the latest science in nutrition into practical advice that suits your lifestyle.

Within our McMaster Family Health Team, we have two Registered Dietitians, Michele MacDonald Werstuck, RD, MSc, CDE and Glenda Pauw, RD, CDE. Both Glenda and Michele have lots of experience in diabetes.

Nutrition issues arise frequently in family practice and Glenda and Michele are available to provide nutrition counselling for patients and also support the nutrition work and education of other health care providers at Stonechurch, including learners.



Michele MacDonald Werstuck and Glenda Pauw

What you eat can have a big effect on your health. Registered Dietitians can help you:

- manage your diabetes, heart disease, or high blood pressure with healthy food choices;
- choose healthy foods to fit your budget and your eating plan, from weight loss to gluten-free eating, and more.

How can I reach a Registered Dietitian?

- Ask for a referral from your health care provider for an individual or family appointment with one of our dietitians or attend one of the many nutrition seminars offered each month.
- Call Eatright Ontario at 1-877-510-5102 or go to the website www.eatrightontario.ca to reach a dietitian.
- Access Dietitians of Canada www.dietitians.ca for healthy eating tools.

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Prevention Reminders

Immunizations: It is very important to keep your children's immunizations up to date. Contact the office if you are unsure of the immunization schedule. Parents should notify Public Health at (905) 540-5250 each time your child receives a vaccine.



Breast Screening: If you are female and 50 years of age and older, you should be having a mammogram every two years. Please call the Ontario Breast Screening Program directly at 1-800-668-9304 for a location near you or call the Hamilton number at (905) 389-0101.

Pap testing: The Pap test is recommended annually once a woman is sexually active. This may change to every two years following three normal Pap tests and discussion with your doctor. The Pap test is very important to diagnose cervical cancer as early as possible to give the best chance of successful treatment.

FOBT: If you are 50 years of age and older, a simple stool test to rule out colon cancer is advised every two years. When caught early through screening, there is a 90% chance colorectal cancer can be cured. Call the clinic today for your FOBT kit.

Seniors' Health

Within Stonechurch Family Health Centre we have a team of professionals with interest in older adult care. Our purpose is to work with your health care provider to help patients optimize their health and maintain their independence. We see older adults who are trying to cope with multiple health issues or who have been in and out of hospital, and can benefit from a more intensive approach. The initial appointment involves meeting our nurse and family physician or nurse practitioner. Depending on your needs, you may also see a pharmacist, dietitian, occupational therapist or social worker at follow-up

appointments. Dr. Patterson, a local geriatrician, meets with the team regularly to review plans of care and make recommendations. He will also see patients at Stonechurch when needed. Family members are welcome to attend appointments and be involved in the care process if desired. If you think you may benefit from this program at Stonechurch, speak with your health care provider.



Groups at Stonechurch

• Depression
• Social Anxiety
• Living with Anxiety
• Smoking Cessation
• Living Well and Eating Well with Diabetes
• Healthy Eating for Your Heart
• Healthy Weight Program
• Self Esteem

Please see our website at www.stonechurchclinic.ca for dates and times that these groups are offered.

Top 10 Ways to get Healthy!

1. Follow a healthy, balanced diet
2. Eat different types of foods
3. Drink lots of water
4. Keep your brain active
5. Exercise regularly
6. Quit smoking
7. Sleep well
8. Say no to stress
9. Take care of your teeth
10. Don't skip your breakfast

Need medical attention after regular office hours?

Because we all know that the need for medical care does not end at 5:00 pm, Stonechurch Family Health Centre is committed to providing several options for increasing your family's access to your health care team after regular office hours.

Each doctor and team offers some evening appointments to their patients. Some of these appointments can be booked ahead of time; we save other spots for the calls that come in that day. To find out about these extended hours, check with your health care team to see when these appointments are available with your usual care provider.



In addition, Stonechurch Family Health Centre also has a doctor on call, 24 hours, seven days a week. The on-call doctor is available to discuss more urgent health concerns, and may give you telephone advice, including the suggestion to go to the Emergency Room or call an ambulance. Depending on your concern, the doctor may arrange to see you in the clinic.

To reach the doctor on call, please call the regular telephone number for your doctor and Press 2. This will connect you with our answering service. After you have given your name, contact number and a bit of information about your concerns, the on-call doctor will be contacted to give you a call back.

In addition to our on-call services, you also have the option to call Telehealth, a provincial service of nurses who are available by telephone, to help answer health-related questions and guide you with respect to the urgency of a concern. If you would like to access this option, you can call the regular telephone number for your doctor and Press 1, or you can call directly at the following toll-free number: 1-866-553-7205.

On weekends and holidays, patients who call are usually booked into the weekend clinic. This clinic is generally held at the Stonechurch Family Practice site. Depending on the question or concern that you have, you can also be given the same kind of advice you receive on weeknights. You can get connected

to the weekend clinic by calling the usual telephone number for your doctor, and then Press 7, or you can also call directly to (905) 574-1444.

Here are a few **tips** about how to make the best use of the on call service.

If you feel your situation is urgent, please let the answering service know. If you are in a situation that you feel might be life threatening, please call 911 immediately.

If you speak to the answering service and don't hear back within 20 minutes, please call again. There are rare technical problems with pagers or phone numbers.

If you have a concern, after regular office hours, call as early as you can. During the week, our on-call doctors can see people early in the evenings. We generally do not ask our on-call doctors to make house calls or see people in the clinic after 10:00 pm. As well, the on-call doctor has to work the next day. If you have a question that can wait until working hours, please call then.

On the weekend, if you know that you or a family member may need to be seen, please contact the weekend clinic as early in the day as possible. A receptionist is available to book your appointment after 9:00 am, and the clinic generally runs from 10:00 am until 2:00 pm.

Finally, please **do not use** walk-in clinics. Call the doctors who know you – and who will keep records of your on-call treatment plans and medications. Walk-in service is fragmented and isolated from your usual care. As well, when you visit a walk-in clinic, your doctor will be charged the fee for that visit.

We are there for you 24 hours a day, seven days a week. Please call us first!

Call your own doctor's number (see front page of this newsletter) or (905) 574-1444. Press the number below as soon as you hear the recording start – you do not have to wait to hear all of the options.

- Press 1** For Telehealth nurse or 1-866-553-7205.
- Press 2** After hours – you will get Answering Service and they will page the doctor on call (evenings after clinic is closed) or (905) 577-8647.
- Press 3** To leave a non-urgent message in the mailbox, eg. Cancelling an appointment.
- Press 7** On the weekend or on a holiday between 9:00 and 2:00 pm - you will be connected to the weekend receptionist.
- Press 9** To listen to the options again.



Direct Care Pharmacy

Coming soon to the Stonechurch Family Health Centre waiting room!

In the near future, you will notice a new service at the clinic. You will have the option of getting your prescriptions filled while you are here through an innovative, onsite pharmacy service provided by Direct Care Pharmacy.

Direct Care Pharmacy is a new kind of pharmacy. Just pick up the phone and state of the art video conferencing technology allows for a private conversation with a certified and highly trained pharmacist.



Most medications can be dispensed directly from the machine with a home delivery option for the things that are not stocked on site.

Each step of the process is completely controlled by the pharmacist to ensure that you receive exactly what you need, whether information or medication before you even leave the clinic! We hope that this new service will be helpful to those patients who choose to give it a try. The choice is entirely yours, as you can also choose to continue receiving your medications from your current pharmacy.

We look forward to hearing your comments and feedback!

Closure Dates Due to Holidays

2011: Monday, May 23 - Victoria Day
Friday, July 1 - Canada Day
Monday, August 1 - Civic Holiday
Monday, September 5 - Labour Day
Monday, October 10 - Thanksgiving
Monday, November 14 - Hospital Holiday

There is an on-call clinic on Saturdays, Sundays, and public holidays from 10:00 am to 2:00 pm

The receptionist is available starting at 9:00 am to book your appointment.

Please call (905) 574-1444 or your doctor's number and Press 7 for the weekend clinic.

SFHC Fundraisers

On behalf of the fundraising committee, we would like to thank everyone who contributed to our first clinic-wide food drive, in support of The Hamilton Good Shepherd. We look forward to your donations again next year.

The Stonechurch Family Health Centre Recipe Book is still available for sale at the front reception desk. It is full of our staff members' favourite recipes.

Proceeds from the sales will be donated to patient families in need.

Only \$15.00 (taxes incl.)



SAVE TREES! To receive future issues of the Stonechurch Family Health Centre Newsletter electronically, Please e-mail a request to sfhcnewsletter@gmail.com