

## **Clinic Update – April 22, 2020**

To our valued APC patients,

We want to reach out to you once again and share how APC continues to respond to the public health emergency. As these difficult times continue and we work to stop the spread of the COVID-19 pandemic, *APC remains committed to ensuring the health and safety of our staff, and our patients' and our community.* We continue to aggressively monitor news updates and necessary changes daily or even hourly to ensure that our staff and the clinic are as safe and as up to date as possible.

As we have noted in our previous clinic updates, APC has made many changes to our daily operations and clinical pathways to adapt to the Covid-19 emergency. Some of these changes include:

- Over the phone safety **triage** for all appointments and inquiries
- Expanding our use of **telemedicine**
- Adding equipment (**webcams and headsets to 2 specialized exam rooms**) for use of videoconferencing with patients
- Designated isolation safety rooms that are stocked with specialized Personal Protective Equipment (PPE) for our nurses and physicians to assess patients who are at risk or may have symptoms of Covid-19
- Rooming patients immediately upon arrival to the clinic
- All staff members strictly follow Alberta Health Services (AHS) guidelines with regards to daily **self-assessment protocols** for any possible symptoms prior to starting every shift
- Daily staff morning team huddles led by the physicians at the beginning of each work- day, to review updates provided by local and national experts, ongoing safety protocols, incoming patient requirements etc.
- **Videoconference** access to our **Behavior Health Consultant** Ms. Maria Tsoukalas for all our patients through a secure platform “Patient Connect” provided by Alberta Health Services. This may be very relevant given the major rise in stress in our community.
- **Videoconference** access to all our patients for consultation with our **Kinesiologist** Ms. Aleisia Arkley with no additional fees. She is keen to provide you with innovative ideas on staying fit at home! Aleisia can be contacted directly by email at [Aleisia.arkley@advancedprimarycare.ca](mailto:Aleisia.arkley@advancedprimarycare.ca).

Regardless of the tremendous social and economic upheaval caused by the pandemic we want you to know that APC remains 100% committed and vigilant for our patients, our staff and our community! We know, though, that there is more to your health care than COVID-19. We will continue to strive to provide a full range of urgent primary care services based on our “5 Pillars of Care”:

- **Access to care**
- **Comprehensive Care**
- **Continuity of Care**
- **Innovation**
- **Shared decision-making**

As part of our commitment to continue providing valuable information, Family Physicians throughout Alberta have created the following sites with up to date content that we highly recommend:

<https://covidquestions.ca/>

[https://stayhealthyab.ca/?\\_cldee=dG9tc3phYm9Ac2hhdy5jYQ%3D%3D&recipientid=contact-de60b83a01b3e811a826000c29ee8689-c93149823344426894d47b487ca0c0a3&esid=08b3a7c9-0d79-  
ea11-a82d-000c29ee8689](https://stayhealthyab.ca/?_cldee=dG9tc3phYm9Ac2hhdy5jYQ%3D%3D&recipientid=contact-de60b83a01b3e811a826000c29ee8689-c93149823344426894d47b487ca0c0a3&esid=08b3a7c9-0d79-<br/>ea11-a82d-000c29ee8689)

We will continue to provide you with up to date summaries of the most important and relevant issues during this public health crisis as the situation continues to unfold. We encourage you to continue checking our website at [www.advancedprimarycare.ca](http://www.advancedprimarycare.ca) to follow us on our social media platforms on Twitter (@APC\_yc) and Instagram (Advanced Primary Care) for all of the latest updates.

Please feel free to contact our Client Relations Manager, Chris Isaac should you require any further information at this time, 587-329-6020 or [chris.isaac@advancedprimarycare.ca](mailto:chris.isaac@advancedprimarycare.ca) or our Clinic Manager Joanne Ha at [joanne.ha@advancedprimarycare.ca](mailto:joanne.ha@advancedprimarycare.ca).

Together, we will stop the spread with **“Clean hands, clear heads and open hearts.”**

Sincerely in your service,

***Your APC Care Team***

Dr. Tom Szabo, MD FCFP (EM)

Dr. Mary Szabo, MD FCFP (EM)