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Office Update 2020

What an unbelievable year! We are in the throes of the worst pandemic in over a hundred years and are still living through it. All of our lives have changed dramatically in the past six months. Some have lost loved ones, some have lost their jobs, many have seen their incomes slashed dramatically, and we have all seen the relationship with me and my office go from 100% in-person visits, to 90% virtual.

Since the onset of COVID-19, I have strived to keep you all informed of the pertinent issues affecting your health via my regular updates on *Wellx*. We have kept our office running and have managed our patients every day from the beginning, without a single day of closure. My office has even become a temporary newborn assessment and management clinic for patients whose physicians have closed their offices altogether. While many of my colleagues closed their offices, we remained open, and we have managed the virtual system the best that we could. We have scheduled patients in the office such that there would be sufficient space and time to minimize risk. We have also kept our staff working essentially full-time despite seeing very few patients in the office. We have adjusted our own schedules to only have one physician in the office at a time. We did this for you. We did this to make access to us a priority while being as safe as we could and having few patients in the office at a time.

We are proud of the service we have provided despite the challenges we have faced. Obtaining personal protective equipment for our office was tremendously stressful in the early days of the pandemic. We purchased masks, shields, gowns, and sanitizer - as much as we could to keep our doors open, all of which with little to no support from Public Health or the Ministry of Health.

We have provided prescription renewals free of charge and sent referrals, documents, lab requisitions, etc. via email when required. We have chatted by phone, video, and even sent pictures of rashes via email. I want to thank all of you, my wonderful patients, for your understanding and support in this time of global crisis. Who would have imagined back in February that all of this would have happened?

Once again, many of you have been receiving this annual update letter via email. This time last year I had approximately 510 patients registered to receive communications from my office via *Wellx*. I now have over 670 patients rostered to *Wellx*! It has been an amazing format for our communication, particularly during COVID-19. Patients have universally appreciated this additional measure that allows us to interact and share information virtually, all of which are at no additional cost to our patients. If you have not registered with *Wellx*, please call the office and let my staff know so we can add you to the list.

When preparing this annual letter, I review every patient file, including your address and contact information. Some of you have family members who have moved, gone off to school, or have sought medical care elsewhere. If you or your family have changed your address, phone number or email, PLEASE contact the office and let us know, or next time you are in the office, give us your current information.

Over our years together, my patients have become keenly aware of my aversion to “walk-in clinics”, as their care is often sub-standard. Please understand that whenever you go to another clinic, a hospital, an allied health provider (dietician, physiotherapist, chiropractor, etc.), and even some specialists, I may not receive a report from them. It is your responsibility to ensure that I receive documentation from all your health care providers in order to give you the best possible comprehensive care.

My family update... My daughter, Brittany, was completing her first year of Teacher's College when COVID-19 hit. Her classes and training were immediately halted and moved to online. As of writing this letter, she is still uncertain as to what her second year will look like. All we know is that all of her classes will be virtual and she has moved home from North Bay! My son, Aidan, continues to work for Transcontinental in the printing industry. He has been working from home since March, but fortunately has been able to keep his job and work full-time.

As most of you know, Wendy and I ushered in COVID-19 together while we were in South Africa on an incredible cycling and touring trip in early March. We had to scramble to get home three days early from our trip and quarantine for 14 days before returning to work. Wendy has decreased her hours in the office dramatically during COVID-19 to allow TJ and Tara to maintain their income as much as possible. For that, we are truly thankful for her selflessness and understanding. In all of the chaos of COVID-19 and the extra down time it has allowed, I have been able to concentrate more time to my passion for cycling. I rode my personal best of 1056 km in the month of June alone! I strongly encourage all of you to find a passion, find an activity you enjoy, and it will bring peace, contentment and physical fitness to your life.

My teaching at the University of Toronto continues. Dr. Maddy Baetz-Duggan has graduated and is pursuing her career in Palliative Care. Dr. Amy Chan is now in her second year and our new resident, Dr. Joshua Fletcher, just began his two-year stay with us in July. Our residents keep us on our toes and challenge us to stay up-to-date with recent advances in patient care. Please allow them to be part of your experience.

Please be reminded of some of the important office policies that will affect your dealings with us:

1. Do not let your prescriptions and refills run out! It is your responsibility to keep track of your medication needs and to contact our office when you are getting low (not on your last pill). If your medication refills are expiring at the pharmacy, it means that you are due for a visit to my office. NEVER stop your medications on your own or make any changes unless I have told you to do so. Stopping any prescribed medication on your own, for any reason, is potentially dangerous to your health.
2. Our office telephones are closed daily from 12:00pm – 1:00pm.
3. Health cards are required at every visit. If you have misplaced, lost, or have an expired card, you must replace it immediately.
4. Information on preventative medicine: Colon cancer screening begins, for most, at age 50; mammograms are generally every one to two years from age 50; all women aged 21-70 who have been sexually active, receive a PAP test ONLY EVERY 3 YEARS, assuming all previous ones have been normal.
5. For important information and dates as they apply to our office, visit our website at www.lesliemedical.com.
6. I encourage all my patients to get the annual flu shot. Side effects of the flu shot may include a sore arm, mild fever, and muscle aches. One cannot get the flu from the vaccine. **We are not certain as of yet how we will be offering flu shots this year. Stay tuned to *Wellx* and visit our website for further details as they become available.**

Please review the "Annual Fee" letter included with this update. These fees cover a large number of medical services and can amount to substantial savings to you if unexpected needs arise during the year. **Annual Fees for the year 2020/2021 will be: \$135 for an individual; \$250 for a couple; and \$260 for a family (including children under 25 years of age).** Please go to our secure website - <https://www.lesliemedical.com/kahane.html> to make your payment. You may also pay by credit card over the phone to our office or mail in a cheque addressed to Steven Kahane Medical Professional Corporation.

I hope that you and your families remain healthy and safe throughout this challenging time. We are here for you.



Dr. Steven Kahane

If you have received this letter and you are not a patient, please inform the office at 416.222.543