

As we move into summer mode we want to share some updates and important information.

Our office has been making incredible efforts to stay on top of emails, calls and voice-messages. The pace has been relentless, and as our team takes much needed vacations, we are asking for your patience and understanding.

Our summer “locum” is Dr. Derrick Nhan. Dr. Nhan is a graduate of Uof T who has been practicing across Ontario for the last two years. We are thrilled to welcome him to Bayview Family Practice for the summer to cover vacation time for each of the physicians.

Our staff will also be transitioning and taking some time away. Stephanie will be heading off to mat leave mid-July, but we are so pleased to have Janet join us in her role. Colleen will also be taking some time away with family. As we adjust, we would like remind you of the following:

- We continue to offer same day or next day **urgent** care appointments for our patients. These appointments are for **urgent** matters that cannot wait for a regular appointment with your physician. **Please call us first before going to walk-in clinics.**
- After-hours clinics are run in collaboration with our partner offices at Yonge and Davisville, and Bathurst and Wilson. Together, our three offices offer after-hours care between 5-8PM Monday through Thursday, and on the weekends. Information about after-hours care can be found on our website <https://bayviewfamilypractice.ourmd.ca/> or by calling our office. **The clinics do not operate as a walk-in;** you are asked to call ahead to learn where you will be seen and whether the appointment will be virtual or in-person.
- Patients with respiratory or GI symptoms typically require a rapid antigen test for COVID before an in-person assessment. **See below for how to properly do a Rapid Antigen Test.**

For additional alternatives to walk in clinics, check:

[Michael Garron Clinical Assessment Centre](#)

[Toronto Virtual ED](#)

[Sick Kids Virtual ED](#)

- Medical masks are required for all office visits.
- Prescription renewal requests should be handled through the pharmacy; please leave up to 5 business days for renewals to be processed.
- Over the summer, forms (e.g. insurance) may be delayed and take up to 60 days.
- All of our specialist colleagues are also struggling to keep up with demand and taking vacation! **Please be patient with our staff if you have not heard about a referral.** Many of our referrals are being declined because of long-wait times, which results in extra work and time while we try to find alternative specialists. Urgent referrals will always be prioritized, but less urgent referrals (e.g. Dermatology) may be delayed.

As always, if you have an urgent health concern we ask that you call the office rather than e-mailing. We receive hundreds of emails each day, which means that urgent emails may not be identified in a timely manner.

We hope everyone gets some time to relax and take a break over the summer.

Leslie Beyers      Karen Fleming      Claire Murphy      Jennifer Wyman  
<https://bayviewfamilypractice.ourmd.ca/>

## COVID-19 Rapid Antigen Tests: How to Collect a Sample

To collect a sample for a rapid antigen test (RATs), users should follow the instructions described in the kit insert.

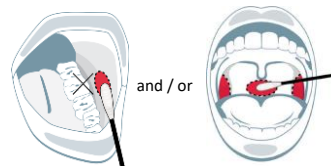
In addition to the collection method approved by Health Canada (as described in the kit insert), users may choose to perform combined oral and nasal sampling as it may increase test sensitivity.

The following highlights general steps for collecting a sample using either the combined oral and nasal method or the nasal method.

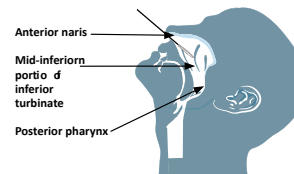
### If swabbing your mouth and nose (combined oral and nasal method)

1. Do NOT eat, drink, chew gum, smoke, or vape for at least 30 minutes before collecting the sample.
2. If you have access to a facial tissue, blow your nose before the test.
3. Wash your hands and only hold the end of the swab opposite the soft swab tip.
4. Insert the soft swab tip between both inner cheeks and lower gums and turn the swab a few times.
5. Then, rub the soft swab tip on your tongue as far back in your throat as you feel comfortable.
  - Optional: Instead of swabbing your inner cheeks and tongue, you may choose to swab the back of your throat and tonsils. You can use a mirror to help see where to rub your swab.
6. Tilt your head back and fully insert the soft swab tip straight back (not up) into your nose until you hit resistance (up to 2.5 cm). Make sure the soft swab tip fully inserts into the nose.
7. Rotate the swab several times against the wall of the nose and let it sit for a few seconds to absorb nasal secretions.
8. Remove the swab from your nose and using the same swab, repeat for the other nostril.
9. Immediately place the swab into the test tube following the kit instructions.

### Steps 4 - 5



### Step 6



### If only swabbing your nose (nasal method)

1. If you have access to a facial tissue, blow your nose before the test.
2. Wash your hands and only hold the end of the swab opposite the soft swab tip.
3. Tilt your head back and fully insert the soft swab tip straight back (not up) into your nose until you hit resistance (up to 2.5 cm). Make sure the soft swab tip fully inserts into the nose.
4. Rotate the swab several times against the wall of the nose and let it sit for a few seconds to absorb nasal secretions.
5. Remove the swab from your nose and using the same swab, repeat for the other nostril.
6. Immediately place the swab into the test tube following the kit instructions.

