

Update from CFFM Physicians Regarding COVID-19

February 10, 2021

Dear Patients,

Thank you for reading this email, we hope it contains helpful information. We will continue sending periodic updates on COVID-19, vaccines, and other office issues. Thanks for understanding how busy our offices are, and that we are working to keep you and your families safe and healthy!

Phone call volumes

We continue to have an overwhelming number of calls into our offices. Thank you for your patience if you are having trouble getting through on the phone. We are asking you to reduce calls to our office with general COVID-19 or vaccine questions. Some great places to find general COVID-19 information or vaccine information is below:

- Ontario COVID-19 vaccine website: <https://covid-19.ontario.ca/covid-19-vaccines-ontario>
- University of Waterloo School of Pharmacy – Common Myths of COVID-19 Vaccines: <https://uwaterloo.ca/news/news/q-and-experts-busting-common-myths-about-mrna-vaccines>

We are very happy that many people are excited and anxiously awaiting the arrival of COVID-19 vaccines (we are too!)

COVID-19 Vaccines

The COVID-19 Vaccine roll-out is being planned at the provincial, regional and local level with expectations that we will move into Phase 2 in the spring of this year. At that time priority groups will receive the vaccine, such as elderly patients, patients with certain chronic conditions, essential workers and healthcare workers. There will be a lot of information provided by Public Health and the Ontario Government in the coming months regarding the process and we will also send updates to you.

Frequently Asked Questions about the COVID-19 vaccines:

- **Does CFFM have COVID-19 vaccines available?** No, we do not have COVID-19 vaccines in our office and we may not have vaccine for a number of months. We will update you clearly if and when we will be providing COVID-19 vaccines.

- **Is there a wait list I need to sign up for the COVID-19 vaccines? No, there is no wait list.** Individuals will be prioritized based on provincial guidelines and that will be announced through Public Health, Ontario Ministry of Health, and we will keep you updated on this news as well.

Masking

***New: We now recommend wearing a medical grade mask to any appointment at our CFFM offices**

We make this recommendation because we know that medical grade masks are very good at preventing the spread of COVID-19, and some fabric masks may not be as effective. Also, the new COVID-19 variants have a higher risk of spread and we want to prevent these from spreading in our community as best as we can. You can also ‘double mask’, wearing a medical mask on top of a cloth mask if that helps reduce skin irritation from medical mask. There is no clear evidence double-masking is better at preventing COVID-19 transmission, but it is reasonable to do if you prefer.

Keep monitoring Regional of Waterloo Public Health and Ontario recommendations for any updates.

Sincerely,

Your Family Physicians from The Centre for Family Medicine FHT