

PRESS RELEASE

Oak Valley Health expands Community Health Clinic in preparation of the upcoming respiratory season

Stouffville, ON (October 2, 2023) – Oak Valley Health is now offering enhanced care services to help protect the community this fall and winter during what is anticipated to be a very challenging flu and respiratory illness season. This expansion builds on the early success of the Community Health Clinic (CHC) located in the Township of Whitchurch-Stouffville.

Staffed by nurse practitioners, the CHC offers same and next-day appointments for patients seeking care. With the expansion of services, the CHC is now able to provide care to all patients six months of age and older, as well as rapid access for paediatric patients.

Along with in-person appointments at the CHC, Oak Valley Health has partnered with Ontario Health and the Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) to offer virtual care. This service operates after hours and is available for those who require timely access to care for urgent, non-life-threatening conditions that can be addressed virtually. This service is also appointment-based and operates daily between the hours of 1-9 p.m.

Appointments for adult and rapid access paediatric care, both in-person and virtual, can be booked through oakvalleyhealth.ca.

“With the upcoming fall respiratory season, we are grateful for this expansion of the CHC. This is a step towards making health care more accessible to everyone in our community,” says Elena Pacheco, vice president and chief operating officer. “Additionally, the expansion will help ease the burden for families and children and reduce the strain on our busy Emergency Departments, particularly as we expect to see a rise in influenza, COVID-19, and RSV.”

In partnership with the EYRND OHT and Well Plus Compounding Pharmacy, Oak Valley Health opened the CHC in May 2023, providing health care services for individuals without primary care providers, allowing patients to access immediate and follow-up care when necessary and appropriate.

“At the CHC, we see a variety of family medicine and care needs, most often related to respiratory, viral, and gastrointestinal illnesses,” says Terri Stuart-McEwan, vice president, clinical programs and chief nursing executive. “We welcome all patients to see one of our practitioners for in-person or virtual assessments, as well as follow-up reassessments to ensure our patients are improving.”

These enhanced services will support the health of our community this respiratory season, providing new options for patients and families to access care. The CHC will also work to relieve our very busy Emergency Departments of non-acute volumes. This work is another example of how Oak Valley Health continues to live their vision of delivering care beyond our walls.



About Oak Valley Health:

Oak Valley Health is one of Ontario's leading community healthcare organizations. Across our two hospitals, Markham Stouffville Hospital (MSH) and Uxbridge Hospital (UXB), as well as our Reactivation Care Centre (RCC), we provide high quality, patient-centred care to more than 437,000 patients each year. We offer diagnostic and emergency services and deliver clinical programs in acute care medicine and surgery, addictions and mental health, and childbirth and children's services. We are proud to be part of the Eastern York Region North Durham Ontario Health Team (EYRND OHT). Our 551 professional staff (including physicians, midwives, and dentists) over 3,000 staff and over 790 volunteers serve patients and families with an honoured to care mindset and are focused on delivering an extraordinary patient experience to the residents of Markham, Whitchurch-Stouffville, Uxbridge, and beyond.

Oakvalleyhealth.ca

About the Eastern York Region North Durham Ontario Health Team:

The Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) is one of the first OHTs in the province of Ontario. Established in December 2019, the EYRND OHT's mandate is to facilitate and coordinate connected, seamless, people-centred care 24/7 for local residents. As its initial focus, the EYRND OHT endeavours to support individuals with mental health and addiction, people living with dementias, and their caregivers.

The EYRND OHT serves the Township of Uxbridge, located within the Regional Municipality of Durham (Durham Region); and the City of Markham, Town of Whitchurch-Stouffville and Community of Thornhill, located within the Regional Municipality of York (York Region).

The EYRND OHT's members include: Residents, caregivers; individuals with lived experience; primary care providers; 360°kids; Addiction Services for York Region (ASYR); Alzheimer Society of Durham Region (ASDR); Alzheimer Society of York Region (AS York); Carefirst Seniors & Community Services Association; Canadian Mental Health Association York and South Simcoe; Community and Home Assistance to Seniors (CHATS); Durham Region; East Markham Family Health Organization; Entité 4; Krasman Centre; Markham Family Health Team; Markham Family Health Organization; Markham Family Medicine Teaching Unit Health for All Family Health Team; Markham Stouffville Hospital (MSH); Unionville Home Society (UHS); SE Health; SRT MedStaff; York Region; and York Support Services Network (YSSN).

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