



ECNPLC Newsletter: August 2020

New Patient Registry, You & Your Health

Yes, we are currently accepting new patients. Please call the **ECNPLC office** near you to discuss **new patient registration** and your **individual and family health care** needs.



ECNPLC – Essex ON
519-776-6856

ECNPLC – Windsor ON
519-946-0740

ECNPLC – Amherstburg ON
519-730-0446



Improving Availability & Access

You are our first priority!
People First Services

You and your health are our priorities. Our team works hard to ensure your needs are met. We know that the COVID-19 pandemic has forced us to make a lot of changes. We understand that accessing health and wellness services isn't always easy, and that the COVID-19 pandemic has made it even more difficult to access some of the health services you need.

We are excited to announce a new program that was developed to address interruptions, reductions, and the prevention of access and availability to community health and wellness services. We are pleased to share that the receipt of grant funding from the Canadian Red Cross, through the COVID-19 Emergency Support for Community Organizations Granting Program, is helping us to improve access to technology and enhanced digital services.

We have iPhones and tablets and will provide the data services needed to access online health material. We are lending our patients and are working with other health organizations in Windsor-Essex, to lend equipment to community members who are in need. That means you can borrow an electronic device to participate in virtual visits with primary, and allied health care providers, join health related one-on-one sessions, and group activities online. You can also watch up-to-date health videos that relate directly to you. We are doing our best to meet your health care needs, and keep our community members safe during this pandemic. Let us know you want to learn more about how to borrow, and use, the tools you need for your wellness. Please contact us at 519-730-0466.

ECNPLC HERE TO SERVE YOU

Physical Health
Mental Health
Diet & Nutrition
Substance Use

Do you offer services?
Do you have a project OR program OR an idea about what would benefit our community?
Community Collaborations & Programming

We want to hear from you.
Contact: e.coventry@ecnplc.com

QIP Activities: More about how we make you our priority.

QIP stands for quality improvement plan. Here are some of what we're doing to improve the quality of services we provide.

- Advanced Access: see your provider when it works for you
- Appointment Options: telephone, virtual and in office
- Easy Registration: simple processes to roster new patients
- Multidisciplinary Approach to practice: our team works together for you
- Central Reception: improving our ability to answer when you call
- Developing Programs: QIP activities supports program development



Whole Health; Tips for Holistic Health & Digital Services

Mental health and digital services

- reduce isolation and loneliness
- address concerns like anxiety and depression
- counselling and psychotherapy
- group programs (information and interaction)
- psychiatric care

Explore opportunities to experience life.

Physical health and digital services

- NP visits
- Dietician Appointments
- exercise programs (live and reordered)
- videos on nutrition and healthy eating
- sessions for specific conditions like diabetes

Explore factors that impact the body.

Spiritual health and digital services

- learn how to build motivation in life
- explore how you find meaning in life
- understand how you have purpose
- build insight about how we connect and build connection in life

Explore what can be meaningful to you.

Emotional health and digital services

- reduce unwanted feelings
- learn to control emotions
- understand how to express emotions
- relationship building
- build confidence and esteem

Explore feelings by reflecting on them.



Lindsey Trotechaud,
Medical Receptionist

ECNPLC Staff Insights and Inspirations: Connection

Central reception is one of the ways we are improving how we connect with you. Central reception means that your call is less likely to be placed on hold, and you won't have to wait. When you call one of our ECNPLC clinics, if the medical receptionist at that site is busy, your call will be answered by the next available medical receptionist when possible.

This allows you to request information, services and schedule appointments with ease. We're open and ready to service you.

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