

Dear Patient,

\*In this unprecedented time, we would like to inform you of changes that we have incorporated at the clinic to reduce the risk of exposure to patients and staff in order to try and contain the spread of Covid-19.

\*The evening urgent care clinic from 5pm-8 pm will now be by appointment only rather than walk in. You may call the clinic starting from 8 am to book one of the evening clinic appointment slots for that day with one of the doctors working the evening clinic. These are for urgent medical issues and the appointments are 10 minutes in length. These appointments are all by phone and the physician will determine if you need to be seen in person.

\*The weekend urgent care clinic is now from 9am-3pm and again to reduce the number of people in the waiting room, we will be booking you in a time slot to be called by the on-call doctor— you may have to return to be seen by the doctor at a time later in the day.

\*If you develop a fever or cough and you have travelled outside of Canada in the previous 14 days or have been in contact with someone who is being investigated for possible Covid-19 or someone who is unwell after traveling please call **Ottawa Public Health** at **613 580-6744** to get further guidance.

\*As the wait times for Ottawa Public Health may be quite long – please refer to their website:

<https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx>

\*Also, the COVID-19 Assessment Center is now setup by Public Health. If you meet the set criteria, you should go directly there rather than the ER (unless you are experiencing respiratory distress and/or need ER services).

You should go to the Assessment Centre, not the Emergency Department, if:

- You have a new or worsening cough and/or fever, **and**
- In the past 14 days have either travelled outside of Canada or been in contact with someone who has been diagnosed with COVID-19.

Patients who meet the criteria above will be tested for COVID-19, which involves taking a sample from the throat or nose with a swab.

### **COVID-19 assessment centre**

The COVID-19 Assessment Centre is an out-of-hospital clinic where people will be assessed by a health-care provider and tested for COVID-19 if required. It is operated by The Ottawa Hospital (TOH) and CHEO.

## **Location and hours:**

Brewer Park Arena

151 Brewer Way

Accessed from Bronson Avenue opposite Carleton University

Open 8 a.m. to 8 p.m. daily

\*If you have recently returned to Ottawa from any travel outside of Canada, please self-isolate by maintaining a distance of 6 feet from others for 14 days upon your return.

\*We also encourage you to share your email with us so that your physician may correspond with you to relay test results, etc.

For up to date information on the novel coronavirus please go to the following website: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection>

### **\*BEFORE YOU COME TO THE CLINIC:**

Effective immediately all clinic appointments will turn into telephone/virtual appointments. Your provider will call you within 45 mins before or after your appointment time. PLEASE ENSURE WE HAVE YOUR CORRECT PHONE NUMBER END

**EMAIL ON FILE. If you have call display, the call may present as a private number.**

**\*We are transitioning to phone /video appointments only to avoid putting our most vulnerable patients at risk. We will ensure that patients who need to be seen, will be seen.**

**\*You may receive an email from your physician with instructions to sign up for virtual visits the night before the visit. Please check that you are able to access the site and have a device/computer with audiovisual capabilities before the visit.**

**\*PRESCRIPTION RENEWALS- if you are running out of medication, please ask your pharmacist to give you an additional amount to cover the next month. The pharmacy may also FAX the renewal request to the office but these renewals may not be faxed back to the pharmacy for 1-2 weeks. We will do our best to reply to the request in a reasonable time frame.**

**\*All well baby vaccinations will be deferred till after April 5<sup>th</sup>.**

**\*If you have an urgent issue, please contact the clinic. You will be transferred to a nurse/MD directly if available or advised you will receive a call from a nurse or physician to be triaged and offered an in person visit if necessary.**

**\*DO NOT COME TO THE CLINIC OR GO TO THE EMERGENCY DEPARTMENT for MILD cold/flu symptoms.**

**If you are experiencing shortness of breath, go directly to the emergency department.**

**If you are sick, follow the protocol of self-isolation for 14 days.**

**\*IF YOU COME TO THE CLINIC:**

**You will find the doors locked and directions will be posted to call the clinic. If you have an appointment, you will be screened when you arrive. Please have your health card ready and attend your appointment alone unless you require assistance or are accompanying a minor. Please do not come to the clinic with more than 1 other family member, this is especially true if you are bringing in your child to be seen. Try and stay 2m (6ft) away from other people.**

**\*GENERAL PRECAUTIONS:**

**Wash your hands often with soap and water, or use hand sanitizer. Avoid touching your eyes, nose, and mouth unless you have just washed your hands. Cover your cough and sneeze with a tissue or into your arm, not your hand. Also, make sure to wash your hands afterward. Avoid visiting people in hospitals or long-term care centres if you are sick. Get your flu shot if you haven't already.**

**\*If you are planning on travelling over March break, the Government of Canada has posted advice here: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>**

Thank You,

The Physicians at WEFCC