



New Vision
Family Health Team

Please read this entire communication for important information regarding COVID-19 and what our clinic is doing to manage this situation.

To our patients:

Effective immediately, our clinic has moved to virtual care for most patients, with the exception of those who have mandatory needs for in-person care. You may continue to book appointments by calling, however, please cooperate with screening at multiple stages if it is deemed essential that you come into the clinic. Please be honest about your symptoms and exposure history so you do not put our office staff or other patients at risk. Appointments booked will be triaged for the most appropriate mode of virtual care, and you will be contacted by your physician or a Nurse Practitioner either through phone call, email, or video call.

Effective March 18th, our office hours will change to the following:

Clinic Hours:

Monday to Friday from 8:30 a.m. to 2:00 p.m.

After Hours care:

Monday to Friday from 2:00 p.m. to 5:00 p.m.

Saturday and Sunday from 9:00 a.m. to 12:00 p.m.

This is in effect until further notice.

Reminder: We will no longer see patients on a walk-in basis in our Saturday and Sunday on-call clinics. Patients **MUST FIRST** call Telehealth Ontario at 1-866-553-7205 in order for symptoms to be assessed by a Telehealth Registered Nurse who will then advise if symptoms require medical attention.

We ask patients to bear with us as we have reduced the number of staff in our clinic. We will continue to make every effort to maintain our office services as much as possible, with the minimum disruption to your care. We may be slower to answer phone calls or messages. Please be understanding as we do our best to meet your needs during this outbreak. Our staff are very dedicated to continuing to provide the care you need, it will just look a little different than usual.

There is currently no known vaccine or treatment for COVID-19 so prevention is key. This new virus is obviously not something to be taken lightly, however, can be effectively managed with the proper attention to preventative measures.

If you have symptoms, our advice is:

- Stay home, rest, drink plenty of fluids
- Over-the-counter cough and cold meds can help with symptom relief (if it is safe for you to take them), but remember to send someone else to get them for you so you don't expose others to the infection you have.
- Humidifiers and ample hydration are also important.
- Cough and sneeze into your sleeve and wash your hands frequently to prevent household spread.

Thank you for your cooperation and understanding! We will continue to keep you informed as we learn more about this pandemic. In the meantime, please do your part to help keep us all safe. **Please continue to visit our website for ongoing updates at www.newvisionhealth.ca**

Sincerely,

New Vision Family Health Team

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www.newvisionhealth.ca