



Important Update about COVID-19 (August 5, 2020)

Dear Patients,

We thought it was time once again to update you on how our clinic is dealing with COVID-19. We would like to thank you for your cooperation and patience during this time of transition. Please be assured that all changes are in an effort to ensure the safety of our patients, our staff and our physicians.

PLEASE continue to follow our Public Health directives to keep our whole community safe. If you have any symptoms of COVID-19, it is very important that you stay home to avoid the spread of infection. Please note that we **CANNOT** test for COVID-19 in our clinic so if you feel you need to be swabbed, please see the contact information listed at the bottom of this letter.

OFFICE APPOINTMENTS:

At this time, most appointments continue to be done by telephone, but we are seeing some patients in the office as needed. This includes well-baby visits with immunizations, prenatal appointments, some chronic illnesses and any other visit that requires a physical examination. As there are several physicians in our office who share space, in-office appointment time is limited.

If you are directed to the office, please come alone at your given appointment time as we can no longer accommodate multiple people waiting to be seen. You must wear a mask and keep it on for the duration of your appointment. You will be directed to sanitize your hands on entry into the clinic. For children over the age of 2 years, please use your discretion with them wearing a mask. For a child's appointment, only one adult should attend with the child. If you become sick with possible COVID-19 symptoms before a scheduled appointment, please call us before coming to the office.

Please do not come to the office unless you are asked to do so.

TELEPHONE APPOINTMENTS:

Phone consults are taking much longer than we expected and we ask for your patience when these are being booked. Please be available a good amount of time before and after the allotted appointment time, as we cannot predict how long a given phone call may last. If we call and there is no answer, we may try one or two more times, but then rebooking may need to take place. The phone call from the physician may come from a blocked/private number. Check your phone settings to ensure you can receive calls from blocked phone numbers at the appointment time. Our Interdisciplinary Healthcare Providers (IHPs) continue to provide appointments by phone.

AFTER-HOURS CARE:

Phones will be answered by one of our staff on Friday from 2:00 p.m. to 5:00 p.m. and Saturday and Sunday from 9:00 a.m. to 12:00 p.m. for medical advice only.

For medical advice Monday to Thursday after 7:00 p.m., Friday after 2 p.m. and Saturday and Sunday after 12:00 p.m., please call 1-866-553-7205 to be assessed by a Telehealth Registered Nurse who will determine if you need to be seen and how to access care.

BLOOD WORK/PRESCRIPTION RENEWALS:

If you require blood work or prescription renewals, please phone the office and

leave a request or phone your pharmacist if just for medication refills. Please phone before running out of medication, as prescription refills will take up to 48-72 hours to process.

Please continue to visit our website at www.newvisionhealth.ca for updates. We hope that everyone can enjoy this summer weather. Don't forget your sunscreen! Stay safe!

Sincerely,

New Vision Family Health Team

COVID ASSESSMENT AND TESTING CENTRES:

Note: This information is provided by the assessment centres and may change. For full details, visit the website for each assessment centre.

Cambridge-North Dumfries Community Assessment and Testing Centre (Cambridge Memorial Hospital)

700 Coronation Boulevard, Cambridge (Cambridge Memorial Hospital, separate entrance)

Please note: This location is not accessible for individuals with mobility issues.

Self-referrals are accepted by calling 519-621-2333 ext. 2689

Monday to Friday: 8:30 a.m. to 8:30 p.m.

Weekends and holidays 8:30 a.m. to 4:30 p.m.

Grand River Hospital COVID-19 Drive-Thru Testing Centre

137 Glasgow Street, Kitchener (in the Catalyst parking lot)

No appointment is necessary, walk-ups can be accommodated.

Seven days a week 7:30 a.m. to 5:30 p.m.

St. Mary's General Hospital COVID-19 Testing Centre

50 Bathurst Drive, Unit 1, Waterloo

Self-referrals are accepted by calling 519-885-9517

Seven days a week 9 a.m. to 5 p.m.

Kitchener-Waterloo-Wilmot-Wellesley-Woolwich (KW4) Community Assessment Centre

50 Westmount Road North, Waterloo

Self-referrals are accepted by calling 1-855-414-2255 or register online.

Monday to Friday: 9 a.m. to 4 p.m.

Evening and weekend hours available based on demand.

****You can review your test results online at <https://covid-19.ontario.ca/> ****

Region of Waterloo Public Health will contact all individuals who test positive for COVID-19. If your test result is negative you should continue to follow the instructions given to you when you got tested.

Further information can be found here:

<https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>
