



New Vision  
Family Health Team

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## Important Update about COVID-19 (April 1, 2020)

### To our patients:

Please read the following message in full.

We would like to assure you that we are doing everything possible to safely manage this challenging situation and thank you for your co-operation and patience.

We have made the following temporary changes to our office:

- **DO NOT WALK IN** to our clinic to book an appointment or seek advice. Our team is working very hard to actively screen patients by phone and decide how to manage things accordingly.
- If you have a scheduled appointment, we may be calling you to cancel, change or manage the issue by telephone. If you are advised to attend your appointment in-person, we ask that you attend alone. In the case of a child, only one adult may attend.
- If you require a prescription renewal, please phone your pharmacist to make this request. Prescription refills may take 48-72 hours to process.
- In an effort to minimize hand-to-hand contact, we ask that all non-essential forms be faxed to 519-578-6040 or e-mailed to [info@newvisionhealth.ca](mailto:info@newvisionhealth.ca).
- At this time, we are not accepting requests for circumcisions, breastfeeding clinic or travel advice consultations.

**New Vision's day-time clinic hours and after hours clinic hours have been modified.** Note: We are no longer seeing patients on a walk-in basis after hours.

#### Hours of Operation:

- Monday to Friday from 8:30 a.m. to 5:00 p.m.

#### After Hours Care:

- For medical advice, call our office Monday to Thursday from 5:00-8:00 p.m, Saturday and Sunday from 9:00 a.m. to 12:00 p.m. A nurse will triage your symptoms.
- For medical advice Monday to Thursday after 8:00 p.m., Friday after 5:00 p.m. and Saturday and Sunday after 12:00 p.m., please call Telehealth Ontario at 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.

**Please note:** There is no treatment or vaccine for COVID-19. Unless you are seriously ill or have other serious problems, seeing a doctor will not change the advice. The advice continues to be:

- 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
- Wash your hands frequently.

If you are unsure or concerned you may have COVID-19 symptoms, please use the [online self-assessment tool](#).

Please continue to visit our website at [www.newvisionhealth.ca](http://www.newvisionhealth.ca) for further information and resources.

Sincerely,

New Vision Family Health Team

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