

Important Update - June 15, 2020

Dear Patients,

New Vision will gradually restart and/or expand some of its services effective Monday, June 29th. These will be carried out in coordination with, and adherence to, guidance from local and provincial health agencies. New Vision will also continue to modify the delivery of services that reduce patient time spent in our clinic.

Hours of Operation:

Our phones will be answered Monday to Thursday from 8:30 a.m. to 7:00 p.m. and Friday from 8:30 a.m. to 5:00 p.m.

After-hours care:

Phones will be answered by one of our staff on Saturday and Sunday from 9:00 a.m. to 12:00 p.m. Physicians will do as much as possible by phone or virtually. They may arrange to assess you in-person if needed.

Monday to Thursday after 7:00 p.m., Friday after 5 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.

Please do not walk in to our clinic to book an appointment or seek advice. Our team continues to work very hard to actively screen patients by phone and decide how to manage things accordingly.

Appointments:

New Vision will continue to implement a system for virtual and/or telephone consultations when and where possible. The purpose of this is to support physical distancing and minimize contact of persons who may have COVID-19 as much as possible. This includes appointments with our Physicians, Nurse Practitioners, Social Workers and Dietitians. All appointments with our Respiratory Therapists will continue to be cancelled until further notice.

Screening:

Patients will continue to be screened over the phone (24 hours before appointment) and in-person (day of appointment) for symptoms of COVID-19 before coming for their appointments.

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.

Forms:

In an effort to minimize hand-to-hand contact, we ask that all forms be faxed to 519-578-6040 or emailed to: info@newvisionhealth.ca

Wellness Workshops:

All workshops have been put on hold, however we hope to offer virtual groups in the fall. We are currently working on putting additional resources on our website.

Please continue to visit our website at www.newvisionhealth.ca for further information and resources. If you have any questions at all, please call our office.

Sincerely,

New Vision Family Health Team