



## THE MEDICAL CENTRE

### **FROM: The Medical Centre Family Health Team**

Dear Patient,

In light of the current COVID-19 global pandemic, we want to provide you with some guidance and review some changes to our office procedures. Our goal is to remain open and responsive to your medical needs, while minimizing the potential exposure for everyone (patients and staff) and especially for our most vulnerable patients. We have therefore made some changes to free up resources to attend to those who require urgent care. The cancellation of non-urgent appointments is an inconvenience, but necessary to minimize potential exposure to everyone.

#### **What should I do if I become sick?**

If you are mildly ill (i.e. cold symptoms, mild flu symptoms), **stay home** and please visit the Peterborough Public Health Website ([www.peterboroughpublichealth.ca](http://www.peterboroughpublichealth.ca)). There is an on-line self-assessment tool for you to complete. After answering a few questions, you will be given instructions to self-monitor, self-isolate, call our office, go to an assessment centre or go to the ER. If you are uncomfortable using the internet, please phone your physician's office.

If you are moderately ill and think that you require a medical assessment, you can call your physician's office. **Please do not come to the office without phoning first.** If your physician is away, you will be directed to phone the Day Clinic for guidance as usual. Our After Hours Clinics and Weekend Clinics remain open as per our usual hours. **However, please phone these clinics first and do NOT walk in.**

If you are seriously ill (shortness of breath, weakness, light-headedness), please call 911 and advise them of your symptoms.

#### **What's changing at our office?**

- Starting immediately, all non-urgent appointments that have been booked up until April 30<sup>th</sup> are being postponed or rebooked as telephone appointments.
- New appointments may be booked as telephone appointments or video appointments
- If you need a prescription refill, please ask your pharmacy to fax a refill request to your physician's office.
- Appointments for prenatal and well-baby checks and other vulnerable patients are being scheduled for certain times of the day to avoid busy periods.
- We have a nursing station in the main lobby to answer questions and to ensure that you please wash your hands when you enter the building and that your physician is aware of your appointment.

Thank you for your understanding as we navigate this challenging time. We will update this information regularly.

**Sincerely,**  
**The Medical Centre Family Health Team**