

## The Medical Centre Family Health Team

Dear Patient,

Our Family Physicians and their team members continue to be **available** for your medical concerns.

In light of the continuing COVID-19 Global Pandemic, **our office procedures have been modified**. Our overall 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.

### What has changed in our building?

- New appointments may be booked as telephone appointments or video appointments
- For in-person appointments, you are required to **PRE-SCREEN** for COVID-19 symptoms **within 24 hours** of your medical appointment either by answering questions from our office staff over the phone ahead of time or by completing our web-based COVID-19 screening form:  
<https://www.themedicalcentre.net/services/virtual.html>
- Note that you must pre-screen, **even if you have been vaccinated**
- Wash your hands as you enter the building and wear a face mask at all times while in The Medical Centre
- If you need a **prescription refill**, please ask your pharmacy to fax a refill request to your physician's office
- We have screening staff in the main lobby to answer questions and to ask you screening questions **if you have not been pre-screened**
- Please **do not arrive to the building more than 10 minutes before your appointment time**
- Please **do not bring another person with you to your appointment**, unless you need to be accompanied by a caregiver, chaperone, support person or guardian

### What if I've been vaccinated for COVID-19?

Being vaccinated protects you from severe illness and hospitalization, but it does not necessarily protect you from illness or from transmitting it to somebody else. You are still required to wash your hands and wear a face mask. You are still required to pre-screen prior to in-person appointments.

### 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; [peterboroughpublichealth.ca](http://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, or call your physician's office. If you have COVID-19 symptoms, call the COVID-19 PRHC Assessment Centre at **705-876-5086** to book an appointment to get tested.

**PHONE FIRST!** If you are moderately ill and think that you require a medical assessment, please call your physician's office as you normally would. **Please do not come to the office without phoning first**. If your physician is away, please **phone** the Day Clinic for guidance, as usual. Our Evening 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-headed, confusion), call 911 and advise them of your symptoms.

Thank you for your understanding as we continue to navigate this challenging time.

Sincerely,

The Medical Centre Family Health Team