

## **Central Brampton FHT and Brampton East: COVID-19 ADVISORY**

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We continue to monitor the situation with Covid-19 to ensure the safety of patients and staff.

Your health and safety are our priority, as well as maintaining high quality primary care. Kindly review the following changes we have implemented at the clinic to support patient care while keeping everyone safe:

**1. Visiting your doctor**

**PLEASE DO NOT WALK-IN TO THE OFFICE FOR AN APPOINTMENT.** Instead, call us at 905-451-1937 first. You will be booked for a '**telephone appointment**' based on your request.

If you have a booked appointment (pregnant patients and babies under 18 months), please call ahead if you are experiencing any symptoms of fever, cough, shortness of breath OR had any recent travel.

- 2. A) Essential services including routine prenatal care, newborn/baby visits will continue to be seen by physicians.**
  - B) Doctors will determine which patients need to book for urgent appointments. We will try to address all non-urgent appointment needs via telephone.**
  - C) All routine care for diabetes management clinic will be booked in-person as we now begin to increase the number of patients seen at the clinic. Non-essential visits will be addressed over the phone, wherever possible. Health exams (physicals), well child visits, pap tests, ear syringing, needles will be booked for in-person appointments, based on your providers' discretion**
- 3. Covid -19 preventative measures, what you need to do:**

**Get the Covid-19 Vaccine, especially if you are at-risk for other health conditions, and if you are over the age of 65+.**

**Avoid unnecessary travel** - If you must travel, monitor yourself closely for symptoms once you return. If you have been in a high-risk area, it is advisable to self-quarantine for 2 weeks if you are able to do so, even if you are not officially required to.

**Practice social distancing** - Avoid social gatherings and crowds. If you have to get together with people, do so in open areas if possible and do your best to stay at least 2 meters (6 feet) away from others. Work from home if you have the ability to.

**Wash your hands and don't touch your face!** COVID-19 is thought to be spread via "droplets", which means that close contact with those who are infected will put you at risk. Droplets are spread from infected patients when they cough, sneeze, or breathe. The most common way for Covid-19 droplets to enter your body is when you touch your face (eyes, nose and mouth) with contaminated hands. The best defense is to wash your hands with soap and water for 20 seconds. Hand sanitizer is an alternative to hand washing if you do not have access to soap and water. Wearing gloves is not recommended for the general public, as it often gives people a false sense of security and they become lax with their hand hygiene, thinking the gloves will protect them.

**Monitor any flu-like symptoms** - If your symptoms are severe and/or you have an underlying condition which puts you at greater risk, please go to the emergency department of your nearest hospital.

**IMPORTANT: there is no treatment for COVID-19 unless you have an, otherwise, complex condition, ie. COPD, diabetes, or are immunosuppressed. If you have flu-like symptoms (see chart below), seeing a doctor, going to the ER, or getting tested will not change the advice/treatment. If you have flu-like symptoms, you should:**

- Stay home, rest, drink plenty of fluids
- Take over-the-counter cough and cold meds to help with symptom relief (if it is safe for you to take them)
- Use humidifiers and ample hydration.
- **Cough and sneeze into your sleeve and wash your hands frequently** to prevent household spread
- You and your household contacts may also choose to wear masks to prevent transmission amongst yourselves

**COVID19 Symptoms:**

<u>Almost Always</u>	<u>Common</u>	<u>Sometimes</u>
• Fever	• Fatigue	• Nausea
• Cough	• Muscle Aches	• Vomiting
• Difficulty breathing	• Sore throat	• Diarrhea
	• Headache	• Pneumonia
	• Decreased appetite	• Kidney failure
		• Loss of taste

**Our Office is Dealing with the Pandemic by implementing the following:**

The clinic is slowly increasing the number of in-person appointments, based on the specific needs of patients. Some appointments continue to be conducted virtually or over the phone to reduce risk of infection to patients, staff, and other visitors. It is up to the family physician and allied health care providers to decide what it deemed "essential" service where the patient is required to be seen in-person at the clinic (this will be decided by the provider). If you do not feel comfortable to come in-person for your appointment, please speak to your provider so that you can come up with a plan that works for everyone. If it is deemed essential that you come in to the clinic, you must complete the Covid-19 questionnaire sent to you one day prior to your appointment. **Please be honest and up front about your symptoms and exposure history so you do not put our office staff or others at risk.** Appointments booked will be triaged for the most appropriate mode of virtual care, and you will be contacted by your physician by phone.

Thank you for your cooperation and understanding!

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### **Self-Assessment**

<https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment>

If you think you are experiencing COVID-19 symptoms, or if you have been in close contact with someone who has Covid-19 , use this self-assessment to help determine if you need to seek further care.

**If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.**

This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit.

#### **If you are feeling unwell with any of the following symptoms:**

- Fever, new cough or difficulty breathing (or a combination of these symptoms)?
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea? Symptoms in young children may also be non-specific (for example, lethargy, poor feeding).

#### **And if you have experienced any of the following:**

- Have you travelled outside of Canada in the last 14 days?
- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you answered yes to these questions, you should seek clinical assessment for COVID-19 over the phone.

The majority of COVID-19 cases are mild. A clinician can help guide whether you will require further care or potential testing in person. Please use one of the following options:

- Contact your primary care provider (for example, family doctor). Let them know that you have used this self-assessment tool. They may refer you to the **Covid@Home Monitoring Program**.
- Contact Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000) and speak with a registered nurse. Let them know that you have used this self-assessment tool.

**If you start to experience worsening symptoms, please visit your local emergency department. Call before you go and let them know you have used this self-assessment tool.**

**If you answered no to these questions, it is unlikely that you have COVID-19.**

#### **You should:**

- Continue to monitor your health for a full 14 days after your return to Ontario, or after you have contact with someone who is ill. If you develop any new symptoms, please seek clinical assessment and testing for COVID-19.
- Learn more about [self-monitoring](#).

If you start to feel worse, or have questions or concerns about your health, call your local public health unit, primary care provider (for example, family doctor), or Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000).