



March 23, 2020

The following communication is an update from the Perth and Smith Falls District Hospital (PSFDH) regarding how we are working together to tackle the Covid-19 pandemic. We want to

assure you that there is a dedicated team of professionals at our hospital who have the passion, expertise and focus to tackle the situation. Our goal is to care for the sick, keep our workforce healthy and prevent the spread of COVID-19 across our hospitals.

We are following the guidance from our local Public Health officials and directives from the Chief Medical Officer of Health for Ontario. These are mandated so that the seriously ill people of our communities are looked after in the coming days and weeks. Protocols and Procedures are being implemented across the organization to protect and maintain our high standard of patient care. There may be changes in the future with short notice.

We ask for your patience and support and that you follow the directions that are given to you by the government officials (hand washing, social distancing, staying home, isolating when ill).

As a result there are changes to the PSFDH daily operations. We are open should you need our care for symptoms that need urgent medical attention. Come to our Emergency Department(s). You should also continue to call 9-1-1 for medical emergencies.

#### **CHANGES TO PSFDH OPERATIONS DUE TO COVID-19** (subject to change on short notice).

**Entry to Hospitals during COVID-19 Pandemic:** Use ONLY the Emergency Department Entrances at both the Perth and the Smiths Falls sites. When you arrive, please note the signs and colored lines on the floor at each entrance. These are for social distancing. Please do not move to the next colored line until the line ahead is completely clear.

**Mandatory Screening:** ALL persons MUST complete the mandatory screening before entry to the hospital. It is located at the Emergency Department entrances. Please provide accurate information during the mandatory screening to help us protect you, our patients and our staff.

**COVID-Screening in Emergency Department:** If you are coming or have been directed to come to the Emergency Department because of COVID-19 or respiratory concerns, PLEASE call ahead to our Hospitals if you are able:

-Perth/GWM Site Call 1-613-267-1500

-Smiths Falls Site Call 1-613-283-2330

When you arrive, you will be asked to clean your hands and wear a mask and wait in the designated area.

Visiting Protocols: The hospital(s) is closed for routine visiting. Exceptions: one visitor will be allowed for maternity, critically ill, patients having surgery and patients receiving end of life care. These visitors must successfully pass mandatory screening to be permitted entry to the hospital. We are encouraging virtual (e.g. Skype, Facetime) and telephone visits with our patients as we know that family support is an important part of healing.

High Priority Surgeries, Procedures, Clinics: Only urgent and high priority surgeries, procedures and clinic visits will continue until further notice. You will be contacted by hospital staff or your Physician to reschedule all other non-urgent and elective appointments.

If, while you are waiting for the above and your condition worsens, please contact your Physician or Nurse Practitioner for guidance and possible reassessment. If you are concerned and it is urgent, visit the local Emergency Department.

### **COVID-19 ASSESSMENT CENTRE AT THE SMITHS FALLS SITE OF THE PSFDH**

Appointments and Referral At the present time, patients will NEED AN APPOINTMENT to be seen at our COVID-19 Assessment Centre, and such appointments are generated BY REFERRAL ONLY.

Referrals can be sent from the following:

- Telehealth Ontario
- Leeds, Grenville & Lanark District Health Unit
- Primary Care Providers (Family Doctor, Nurse Practitioner, or clinic)

If you are referred to the Assessment Centre at PSFDH, please note that testing will only be performed on patients who meet the current criteria for testing.

Location Smiths Falls Hospital Site outside the Main Entrance on Elmsley Street North. Patients will drive up to the Main Entrance and remain in their vehicle while an in-vehicle assessment is completed.

Currently, there is not a COVID-19 Assessment Centre in Perth.

Hours of Operation Beginning on Tuesday March 24th, 8 a.m. to 6 p.m. 7 days per week Self-Assessment Public members concerned about COVID-19 should complete a self-assessment on-line at: <https://covid-19.ontario.ca/self-assessment/#q0> and follow the guidance provided.

The Public can call a Telehealth Nurse 24 hours per day to discuss their symptoms who will provide information on further action. Telehealth Ontario can be reached Toll-free at (866) 797-0000 or Toll-free TTY at (866) 797-0007. Further information is available at <https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>.

Public members can also call their own primary care provider for advice and guidance.

## Keep Current

Credible Sources of It is important you obtain up-to-date information from credible Information sources. Helpful information is found at:

-Public Health Ontario: <https://www.publichealthontario.ca/>

-Leeds, Grenville and Lanark District Health Unit: <https://healthunit.org/coronavirus/>

-Ministry of Health: <https://www.ontario.ca/page/2019-novel-coronavirus>

Thank you in advance for your cooperation during this time.

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