

# Resuming Ambulatory Care Clinics:

## Information for our patients, families and caregivers

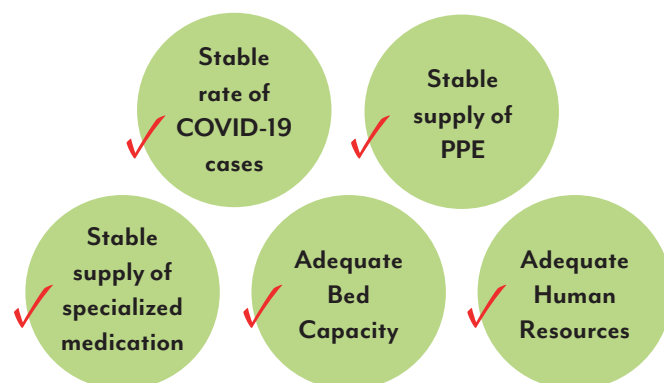
### What to expect: a guide for our community

This summary is intended to give our community a high level overview of how the hospital is “re-opening” its services in Ambulatory Care. It aims to provide you with reassurance about the measures we have put in place to keep everyone safe while balancing the need to provide quality effective care for our patients.

### Status at a glance - things you may want to know

We want to assure you we are prepared to safely provide this care on many of the important factors that Ontario Health requires in order to continuing re-opening our services.

**Supported by wait list management, ethical framework, COVID-19 screening and community care.**



### Have questions? Here are our FAQs! (Frequently Asked Questions)



**Q: Are you opening all ambulatory care clinics?**

A: No. We will gradually introduce appointments in Ambulatory Care, urgent appointments have continued throughout the pandemic.

**Q: Is it safe to re-open Ambulatory Care Clinics?**

A: YES. We have many safety measures and precautions in place to keep you and the healthcare teams safe and a plan has received approval from our Central Region.

**Q: What are the additional measures you have in place?**

A: We have additional cleaning, screening for COVID-19 at our entrances, masks supply, hand hygiene stations and where possible social distancing measures in place.

**Q: Will we supply masks to patient attending appointments?**

A: YES. If patients have a mask, we recommend they wear this to the hospital, however a mask can be supplied.

**Q: Will I be screened for COVID-19 at the entrance? And what happens if I fail the screening?**

A: YES. We have a screening questionnaire for everyone including the staff. If you fail screening you will not be allowed to enter the hospital and will be advised on the next steps.

**Q: Will I require to be tested for COVID-19 prior to my appointment?**

A: Some patients require testing prior to treatments (e.g. chemotherapy). Patients will be advised if testing is required prior to their appointment..

**Q: Are visitors allowed in the hospital? Are there exceptions?**

A: We currently have a restricted visitor policy. This means that only certain patients will be eligible for an “essential visitor”. This will be discussed with you at the time of booking your appointment.

**Q: Will my experience be different? How will I know what to expect?**

A: YES. We expect appointments to take longer due to the precautions needed.

**Q: Is there any additional preparation required prior to my appointment?**

A: It is important to self-monitor for COVID-19 symptoms prior to your appointment. The physician's office will help guide you through getting ready for your appointment at the time of booking.

