

To the patients of Happy Valley Family Health Team,

Due to the current and evolving COVID-19 pandemic, we have made a number of immediate changes to our services. Please read carefully.

If you have a fever and/or cough and/or mild shortness of breath...

- Remain at home and self-isolate from others. Treat the viral illness as you would any other viral illness- get extra rest, keep up on your fluids, and treat fever with Tylenol according to package instructions. Note: Avoid the use of Advil or other types of NSAIDs for treating symptoms of viral illness.
- Avoid health care settings due to the risk of exposure to COVID-19 for yourself and others. Instead, visit <https://www.ontario.ca/page/2019-novel-coronavirus> to complete the COVID-19 self-assessment tool.
- Remain in self-isolation until you are free of these symptoms for at least 24 hours. For instructions on how to self isolate, visit <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>
- If you have these symptoms AND you travelled internationally or had direct contact with someone that travelled internationally in the last 14 days, you MUST contact Ontario Telehealth (1-866-797-0000) or your local Public Health Unit (Huron Perth Public Health 1-888-221-2133).

If you have a fever and/or cough and/or shortness of breath (severe)...

- If you have difficulty breathing or you require immediate medical assistance, proceed to your nearest Emergency Department or call 911. Call ahead where possible. **Note:** the Emergency Department staff must be able to prepare the appropriate space and personal protective equipment needed to assess you.
- If your nearest Emergency Department is St. Marys Memorial Hospital, please remain in your vehicle and call from your cell phone. You will be triaged from your vehicle. If you do not have a cell phone, a wifi phone will be provided to you for the purpose of contacting you when an assessment room is available.
- **Note:** going to your nearest Emergency Department with these symptoms does not mean that you will be tested for COVID-19. At this time, testing is prioritized for people that require admission to hospital, and other groups including: health care workers and Residents of long term care or retirement facilities.

If you have a fever and/or cough and/or mild shortness of breath and you are unsure of whether you need to be seen, stay home and call the clinic (519-284-3450).

If you have a fever and/or cough and/or mild shortness of breath and you are over the age of 60, immunocompromised or have a chronic condition, stay home and call the clinic (519-284-3450).

For patients that have returned or are returning home from any travel outside of Canada, please self-isolate for 14 days, whether you have symptoms or not.

- Monitor yourself for symptoms while you are in self-isolation. If you develop a fever, new or worse cough, or shortness of breath, refer back to the instructions above and contact Ontario Telehealth (1-866-797-0000) or your local Public Health Unit (Huron Perth Public Health 1-888-221-2133).
- For the majority of people who develop a fever and/or new or worsening cough after returning to Canada from international travel, testing is no longer recommended. If you have only mild or moderate symptoms, you are asked to stay home and remain in self isolation until you are free of symptoms for at least 24 hours.

For Patients with Upcoming Booked Appointments:

- You will likely receive a call from our office to provide you with a new appointment time. Please be flexible as this is being done to protect the safety of all patients.
- You may receive a phone call requesting that your appointment be switched to a telephone or video-conference appointment (see instructions for teleconference visits below). This decision is being made by Doctors and/or Nursing staff and will only be offered if medically safe to do so. This option is preferable in keeping patients out of the clinic and away from the risk of exposure, wherever possible.
- Please ensure that your preferred phone contact information and e-mail address is provided to us. This can be updated by phoning the clinic between 1:00 to 4:00pm.
- Annual check-up visits will be rescheduled to a future date. You will be contacted about this in the coming months. If you have not heard from our office by July, please contact us.
- Non-urgent re-checks or follow-up visits (e.g. blood pressure re-check, medication renewal, etc.) will be rescheduled as telephone or video-conference appointments.
- Prescription renewals will be done by fax without fee for the next 4 months.

For Patients Looking to Book an Appointment:

- If your concern is non-urgent, please call the clinic between 1:00 to 4:00pm, leaving the lines open to urgent requests from 8:00am to 12:00pm.
- Please be open to the possibility of a telephone or video-conference appointment to address your concern.

Regularly Scheduled Services

- Please note that we have cancelled the following services until further notice: walk in clinic (Mondays), skin treatment clinic, memory clinic, hypertension program, copd/spirometry program, diabetic clinic and What's Eating You group.
- Diabetic appointments will be rescheduled at a future date, or offered as a telephone or video-conference appointment where appropriate.

Arriving for Appointments

- If you have a cell phone, please remain in your vehicle and call the office to notify us that you have arrived. Ensure that we have your cell phone number on file as we will contact you when the Doctor is ready to see you.
- When entering the clinic, be prepared that you will be asked screening questions and you may be asked to wear a mask for the duration of your visit. Clinic staff may be wearing personal protective equipment during your visit.

** Please do not take masks! We have had issues with patients taking extra masks from our clinic. ONLY take ONE mask if you have been asked to wear one by clinic staff. Our supply is low and in order to protect our staff and ensure that we continue to have Doctors, Nurse Practitioners and Nurses to assess you, we need to protect the supplies that we have. **

Video-Conference Appointment Instructions:

- You must have a microphone and camera on your device (phone, computer, tablet).
- When booked, you will be sent an email invite for the appointment. ONLY click on the link provided at the time of your appointment. Ensure that you give yourself enough time set-up your device and log-in to your email account before the time of your appointment.
- If you have difficulty connecting at the time of your appointment, please call the clinic.

For a computer or tablet:

1. Open web browser
2. Log-in to email account
3. Open email
4. Click on the link provided at your scheduled appointment time

For a phone:

1. Download app called Pexip Infinity Connect
2. Launch app
3. Open your email and click on the blue button that says 'Start E-Visit'

We thank you for your patience and participation in protecting the health of all patients and staff of Happy Valley Family Health Team. For those of you following self-isolation instructions, we appreciate your commitment to reducing the spread of COVID-19 and protecting the health of our community. This is a challenging time to navigate, with new information coming out every day. We will do our very best to communicate ongoing changes with you in a timely fashion. Please stay informed using reputable sources. We recommend the COVID-19 Ministry of Ontario website for the public, and the Huron Perth Public Health website.

The Doctors and Staff of Happy Valley Family Health Team