

The Medical Centre Family Health Team

Dear Patient,

Our Family Physicians and their team members are **available** for your medical concerns.

In light of the current COVID-19 global pandemic, we have made some **changes to our office procedures**. Our 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's changing at our office?

- All **non-urgent** appointments that have been booked up until April 30th are being postponed or rebooked as telephone appointments, and some offices are now doing the same for non-urgent appointments that have been booked in May.
- New appointments may be booked as telephone appointments or video appointments
- If you need a **prescription refill**, please ask your pharmacy to fax a refill request to your physician's office.
- Appointments for prenatal and well-baby checks and other vulnerable patients are being scheduled for certain times of the day to avoid busy periods.
- We have a nursing station in the main lobby to answer questions and to ensure that you please wash your hands when you enter the building and that your physician is aware of your appointment.

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. 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, call our office, go to an assessment centre or go to the ER. If you are uncomfortable using the internet, please phone your physician's office.

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-headedness, confusion), call 911 and advise them of your symptoms.

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

Sincerely,
The Medical Centre Family Health Team