

## Patient Communication

Please visit our website [www.family-medicine.ca](http://www.family-medicine.ca) where all of this information is available.



**If you have any fever or cough  
PHONE FIRST!!!**

**DO NOT ENTER** without speaking  
to us first about your symptoms.  
*Even if you haven't travelled.*

## IMPORTANT:

### IF YOU HAVE SEVERE SYMPTOMS CALL 911

There is no treatment for COVID-19. Unless you have an, otherwise, complex condition, i.e. COPD, diabetes, or are immunosuppressed, if you have *mild* symptoms you would ordinarily associate with flu, the advice will continue to be:

- Stay home, rest, drink plenty of fluids
- Over-the-counter cough and cold meds can help with symptom relief (if it is safe for you to take them), but remember to send someone else to get them for you so you don't expose others to the infection you have.
- Humidifiers and ample hydration are also important
- Cough and sneeze into your sleeve and wash your hands frequently to prevent household spread

If your symptoms are severe, please go directly to your nearest emergency department. If you are unsure, or concerned you may have COVID-19 symptoms, please use the self assessment tool before calling our office:

**If you think you have COVID-19, please complete the COVID-19 self-assessment online:**

[www.ontario.ca/page/2019-novel-coronavirus](http://www.ontario.ca/page/2019-novel-coronavirus)

### **Precautions and Planning at the Centre for Family Medicine FHT**

All clinic appointments have moved to virtual care, where possible, with the exception of those who have essential (as defined by the clinician) needs for in-person care.

Patients without any cold or flu-like symptoms, who need an in-person appointment (as defined by the clinician) will be seen between 8:30AM and 11:00 AM. Anyone with cold or flu symptoms will be seen in the afternoon only, in a segregated space within our clinic.

You may continue to book appointments by calling our office, however, ***please cooperate with screening at multiple stages***, if you are coming into our clinic.

Please be honest and up front about your symptoms and exposure history so you do not put our office staff or others at risk.

### ***25 Joseph Street Location***

We continue our operations for INR clinic, OB clinic & Refugee Health Clinic for in-person appointments that can not be done virtually. All patients will be screened at the door before entering our office. Please phone first if you have any symptoms. For the safety of our staff and other patients, any person with a cough, fever or travel history, will not be permitted entry to our 25 Joseph Street location. Instead you will be asked to call your primary care physician. If this is your situation, **please call our office first**, and we will look at ways to provide you with the virtual care you need for these services.

### **Weekend On-Call**

We are no longer seeing patients on a walk-in basis. You **MUST** call the office at 519-783-0022 to arrange an appointment.

Our weekend on-call clinic, for urgent appointments only, is on Saturday and Sunday from 10AM to 12PM. Phone will be answered starting at 9:30AM.

If this is an emergency, please go to your nearest Emergency Department.

You can find more information on [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) or by calling the Region of Waterloo Public Health department at 519-575-4400. Please note that there is a high volume of calls and you may have difficulty getting through.

**Additional Resources:**

[https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm\\_campaign=gc-hc-sc-coronavirusoutbreak-1920-0165-9221800776&utm\\_medium=search&utm\\_source=google-ads-96470960074&utm\\_content=text-en-425457848789&utm\\_term=%2Bcovid](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=gc-hc-sc-coronavirusoutbreak-1920-0165-9221800776&utm_medium=search&utm_source=google-ads-96470960074&utm_content=text-en-425457848789&utm_term=%2Bcovid)

[http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019\\_guidance.aspx](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx)