



External screening area may be active during your visit.

## Our summer of COVID-19 at West Parry Sound Health Centre

*We all want to believe that it's just-another-summer: hot days and bright blue skies, sunny beaches, warmer water for swimming, and the deck should be filled with family and friends.*

*West Parry Sound Health Centre wants to remind everyone in our community that this is NOT just-another-summer.*

*We remain in the midst of a pandemic outbreak.*

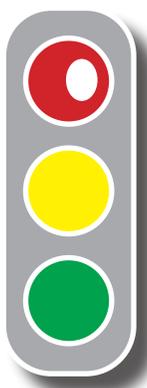
*Nowhere in our local health care system is this more obvious than in our Emergency Department.*

*Everyone in West Parry Sound can maintain confidence that the Emergency Department at your local hospital continues to be a safe and reliable place to receive emergency and urgent care.*

*Do not let fear of COVID-19 delay your call to 911. Do not let a sense of caution postpone a prompt and safe trip to ER. We have thoughtfully planned and we are prepared to safely provide urgent and emergency care under the unprecedented circumstance made necessary by the pandemic.*

### What you should know about a visit to ER this summer:

#### Our patients may experience longer wait times



- Soon after the appearance of COVID-19, staff and physicians working inside the WPSHC ER began to take additional precautions. These actions continue to be necessary to maintain safety for patients, staff, and our physicians. These actions include patient screening prior to triage, the limitation of visitors accompanying patients, all patients and visitors who qualify as 'essential' must wear a mask, and heightened routine precautions, including the frequent use of additional personal protective equipment for staff.

It takes longer to safely provide care while taking all of these additional precautions. This summer, patients can expect to wait longer to receive care.

People coming to our Emergency Department are advised that we do not have vending machines available. Visitors should consider bringing water with them. Patients should always check with nursing staff before consuming anything.

**Anyone who is concerned they may have COVID-19, can call the West Parry Sound COVID-19 Assessment Centre to schedule an appointment: 705-746-4540 ext. 5030 - 8 a.m. to 4 p.m. Monday to Sunday (7 days/week). No drop-in visits. An appointment is required.**

## COVID-19 requires two patient pathways through ER



• ER volume at WPSHC doubles every year during the busiest part of our community's summer season. For the past five years we have responded to this increase in demand by operating a Non-urgent Care Clinic. The capacity to operate that clinic is now being used in our COVID-19 ER response system. Pre-triage screening is creating separate care pathways for patients who are suspected COVID-19, and those who are unlikely to have the virus. This leaves us without the staff resources and space required to operate a third stream.

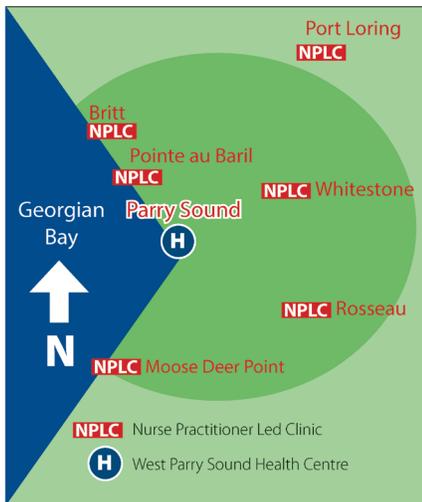
**The Non-urgent Care Clinic will not be operating this summer.**

## Evaluate your health needs and plan to avoid a trip to ER



• If you are 'mildly unwell' and have a non-emergency need for care, you should make contact with the office of your primary care provider. Many physicians and primary care offices are serving patient needs over the telephone and by providing virtual visits. Consider if this option is available from your primary care provider.

• The six WPSHC Rural Nurse Practitioner Led-Clinics continue to provide primary care to people who do not have another provider. Additionally, they maintain several same-day or next-day appointments that can be accessed by anybody for non-urgent care, whether you have a provider or not. Appointments may be booked in person or virtually (telephone or OTN), based on the provider's discretion. The WPSHC Rural NPLC Rosseau site is also open on weekends in July and August. **In order to ensure the safety of staff and patients, it is imperative that you call ahead to book an appointment.**



### Argyle (Port Loring)

11851 Hwy 522, Port Loring - 705-757-1717

### Britt

987 Riverside Drive, Britt - 705-383-2389

### Moose Deer Point

1025C Mitabik Road, Moose Deer Point First Nation - 705-375-9900

### Pointe au Baril

70 South Shore Road, Pointe au Baril - 705-366-2376

### Rosseau

17 Victoria Street, Rosseau - 705-732-1095

### Whitestone

11 Church Street, Dunchurch - 705-389-1951

The entire health centre is operating in a fragile state due to COVID-19. We are not operating "business as usual," but be assured that we are always ready to provide emergency and urgent care.

**Never delay in calling 911 or safely traveling to our Emergency Department when you have an urgent need for care.**

Join us in sharing community safety messages. Find us on Facebook, Twitter, and at wpshc.com