

March 17, 2020

Dear Patients:

We are writing to provide you with some information with regards to the current Covid-19 outbreak. Please be assured that your health and safety and providing you with high quality care remain our priority. At this time, given how quickly things have been changing, we ask that you keep an eye out for further emails and check our website for updates.

***PLEASE DO NOT DROP INTO OUR OFFICES FOR ANY REASON.***

Please be advised that we are postponing all non-essential visits that are scheduled for the next several weeks. During this time, we will continue to offer essential services, such as urgent care office appointments that have been triaged over the telephone first. We will be providing telephone appointments for many other non-urgent health issues.

**In line with Public Health recommendations, Taddle Creek FHT will NOT be providing testing for Covid-19.**

Please call the FHT to speak with us if you have symptoms of **cough, shortness of breath or fever** AND one of:

- *you have travelled outside Canada within 14 days of your symptom onset, or*
- *you are a close contact of someone who has tested positive for COVID-19*
- *or you are a close contact of a sick person who has travelled within 14 days of getting sick*

We will do a telephone assessment to determine whether you should be tested for COVID-19 and guide you to appropriate resources. COVID-19 Assessment centers have opened, with more scheduled to open soon. A list of these centers is attached at the end of this letter.

You may also call **Telehealth** (1-866-553-7205) **or your local public health unit** by visiting <https://www.phdapps.health.gov.on.ca/phulocator/>

At the present time, if you are sick with **routine cold symptoms** and do **not** have any history of travel outside Canada in the 14 days prior to getting sick or any sick close contacts who have travelled outside Canada, you do not need to come into the clinic to be seen unless you develop more severe symptoms. You should stay home until your symptoms have resolved for 48hrs. If you have questions or concerns please call and ask to speak with one of us.

Be ready to self-isolate if necessary for up to 14 days. If you have been out of the country, you must self-isolate for 14 days whether you have symptoms or not.

We appreciate your patience during this public health emergency. Stay healthy and take care of yourselves and others.

Taddle Creek Family Health Team

## HELPFUL RESOURCES

Covid-19 Assessment Centers as of March 16, 2020

- [William Osler Health System — Peel Memorial](#) in Brampton
- [Trillium Health Partners](#) in Mississauga
- [North York General Hospital](#)
- [Michael Garron Hospital](#) in Toronto
- [Women's College Hospital](#) in Toronto
- [Scarborough Health Network — Birchmount Hospital](#)
- [Mackenzie Health in Richmond Hill](#)
- [St. Joseph Health Centre](#) in Toronto
- [St. Michael's Hospital](#) in Toronto
- [Markham-Stouffville Hospital](#)

Information about self-assessment:

<https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment>

Information about self-isolating:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-guide-isolation-caregivers.pdf?la=en>

Information about social distancing:

<https://www.ontariofamilyphysicians.ca/tools-resources/timely-trending/novel-coronavirus-2019-ncov/ocfp-coronavirus-infographic-4-final.pdf>

Information from College of Physicians and Surgeons:

<https://www.cpso.on.ca/Public/Services/Patient-Help-Centre/COVID-19-Information-for-Patients>