



# NORTHUMBERLAND HILLS HOSPITAL

## Frequently Asked Questions and Answers

### NHH COVID-19 Clinical Assessment Centre

January 13, 2022

#### **Q. How do I access the service?**

A. Call 1-905-377-7783 to speak to a COVID-19 Clinical Assessment Centre navigator. The Centre is open 8AM to 4PM. You will be directed as appropriate and, if deemed appropriate, scheduled with an appointment to come to the Centre for an Assessment or test. Note that the NEW entrance for the NHH COVID-19 Assessment Centre is through the main entrance at 1000 DePalma Drive. Walk-ins are also accepted, but we recommend you call the Centre first if able, to minimize the number of individuals arriving at any one time. Note that assessment does not necessarily mean testing will be required. Testing will be provided based on eligibility and clinical assessment.

#### **Q. Is my family doctor aware of this enhanced service?**

A. Health care providers (such as area family physicians, nurse practitioners or Telehealth nurses) are currently being provided with information on our enhanced service and will be encouraged to refer individuals for assessment, reducing burden on local primary care and focusing specialized skills in one Centre. A 'typical' referral could be an individual whose symptoms are not improving on their own, COVID-19 is suspected or confirmed and further assessment and closer assessment/monitoring by a health care professional may be required.

#### **Q. The previous NHH COVID-19 Assessment Centre, in the trailer, did not accept walk-ins. Are walk-ins accepted now?**

A. Yes, walk-ins will be accepted. That said, it is recommended that patients or their care providers call the Centre first to speak with a navigator to confirm that a visit to the Centre is required. We will be working hard to schedule appointments in such a way that physical distance within the Centre can be maintained at all times. In all urgent situations, the same rule applies: call 911 or go directly to the nearest Emergency Department.

#### **Q. I thought that testing was being limited to only 'high risk' individuals and vulnerable people? Can anyone get a COVID-19 test now at NHH?**

A. Ontario recently [updated its COVID-19 testing guidelines](#), to ensure publicly funded testing and case and contact management resources are focused on the highest-risk settings to protect

the most vulnerable and to help keep critical services running. The NHH COVID-19 Clinical Assessment Centre will continue to administer testing based on the province's testing guidelines. We realize that many have questions. Assessments are primarily intended for those with worsening symptoms due to known or suspected COVID-19 but consultation will be available to anyone with a question or concern—for example, for the parent of a child with influenza-like symptoms--through our navigators. Call the Centre at 1-905-377-7783. We are here to help or we will do our best to get you the help you need.

**Q. COVID-19 seems to have a lot of different symptoms. Where can I get a current list of COVID-19 symptoms?**

A. The most common symptoms of COVID-19 that require immediate self-isolation and, if eligible, COVID-19 testing include:

- **Fever** (temperature of 37.8°C/100.0°F or greater) and/or **chills**
- **Cough** (that is new or worsening (e.g. continuous, more than usual if chronic cough) including croup (barking cough, making a whistling noise when breathing)
  - *Not related to other known causes or conditions for which current symptoms do not represent a flare-up/exacerbation related to infection (e.g., chronic obstructive pulmonary disease)*
- **Shortness of breath** (dyspnea, out of breath, unable to breathe deeply, wheeze, that is worse than usual if chronically short of breath)
  - Not related to other known causes or conditions (e.g., chronic heart failure, asthma, chronic obstructive pulmonary disease)
- **Decrease or loss of smell or taste**
  - Not related to other known causes or conditions (e.g., nasal polyps, allergies, neurological disorders)

For a complete listing of all symptoms associated with COVID-19, including the latest updates, please refer to the Ministry of Health COVID website [here](#).

**Q. I tested positive for COVID-19 on a rapid antigen test. My symptoms are mild, they do not seem to be getting worse and I'm not actually that sick. Should I call the Centre or go in for Assessment?**

A. No. The COVID-19 Clinical Assessment Centre is primarily intended for those with worsening symptoms due to known or suspected COVID-19. It is not intended for patients with mild COVID-19 symptoms who can self-isolate and self-monitor at home, [per the latest provincial guidance](#), or who can be monitored safely by their primary care provider (family physician or nurse practitioner). That said, if you are not sure, or if you have concerns or questions about influenza-like illness, call the Centre and one of our navigators will help you assess your current symptoms and determine next steps.

**Q. My son is 3 and has flu-like symptoms. I'm worried it's either COVID or strep throat. I can't get find any rapid antigen tests and I do not have a doctor. Can I bring him in for assessment?**

A. Yes, NHH's COVID-19 Clinical Assessment Centre is for patients with worsening symptoms due to COVID-19 and those with influenza-like illness and concerns, particularly those without an area doctor or who have been unable to get an appointment. Please call the Assessment

Centre line and speak to one of our navigators for advice. If required, a primary care provider on our team can provide an assessment.

**Q. My partner/child/parent seems really sick, and it seems to me they're getting worse not better. What should I do?**

A. The COVID-19 Clinical Assessment Centre is not intended for patients with very severe COVID-19 symptoms. These individuals should continue to call 911 or go directly to the nearest Emergency Department for urgent care.