January 17 may go down as one of the biggest snow days to hit our region in a long time but our team had the privilege to be part of an amazing patient story on that day, and with that patient’s consent we have to share.

Mr. Victor Spencer travels regularly to NHH for dialysis, a critical life-sustaining treatment. On the morning of Monday, January 17, he headed out to his car in downtown Cobourg with the plan to make his way, carefully, to the hospital. Unfortunately, somewhere between his front door and his car he fell and was not able to get up.

In the snow and cold for approximately an hour, Mr. Spencer was fortunately spotted by a passing snow plow driver, who quickly called an ambulance which took him to the Emergency Department (ED) at NHH where he was treated for hypothermia.

Still in need of dialysis, Mr. Spencer was taken from the ED to the Dialysis Unit, where he received the treatment he had set out to receive earlier in the day. His journey was not done, though. Because he had been brought to NHH by ambulance he had no transportation home. Area taxis were out of service due to the storm, or very delayed. The nursing team reached out to partners at Community Care Northumberland and Keith Taylor, a volunteer driver, quickly stepped up to get Mr. Spencer, still smiling despite his ordeal, safely home.

This story of good luck and Northumberland spirit was inspiring for every member of our team who had the opportunity to help Mr. Spencer on January 17. THANK YOU to all the first responders, front-line care providers and community volunteers who go above and beyond to care for one another… regardless of what nature throws our way! We really are stronger together.

WORSENING SYMPTOMS FROM COVID-19? QUESTIONS?
The COVID-19 Clinical Assessment Centre is here to help
✓ Quick, direct access to a clinician
✓ Alternative to the ED for those with questions or worsening symptoms
✓ Booked appointments, often same day; no need to wait in the ED
✓ Phone-based triage option to start; often avoids need for in-person visit
✓ On-site testing with results in 12-24 hours; provincial eligibility applies
✓ COVID-specific treatment with approved medications as applicable

Open daily, from 8:00 AM to 4:00 PM
Please CALL AHEAD to 1-905-377-7783 or toll free 1-833-678-2435 for a phone-based assessment prior to arriving on site. Walk-ins also accepted. Visit nhh.ca/covid-centre for more.

In all urgent situations, call 911 or go directly to nearest ED