

March 22, 2020

The **Eastern Ontario Health Unit (EOHU)** has made the **Clarence-Rockland Family Health Team (CRFHT)** an Assessment Centre for COVID-19.

Starting April 6, 2020 we will see patients that are not registered to us for COVID-19 symptoms. *This will not impact registered patients in any way.*

Here is the process if you are not a registered patient.

1) If you have COVID-19 symptoms, such as a fever or a worsening cough, complete this [self-assessment](#) and follow-the recommendations

2) If you still feel you need to be seen, call the EOHU at 613-933-1375 or 1-800-267-7120. DO NOT call the CRFHT

3) EOHU will evaluate your condition and may refer you to CRFHT for a swab or an appointment

4) If you are referred to CRFHT, one of our nurses will telephone you within 24 hours. Note that your phone may say “Private caller” or “Blocked” so please accept the call. The nurse will give you an appointment at a specific date and time, and will tell you whether it is for a swab or an assessment with a physician

5) If you are coming for a swab, enter the clinic from Chamberland Street and turn right to go to the back of the building. Keep all windows rolled up until you are asked to lower the driver’s window

6) If you are coming for an assessment, please complete this [medical history form](#), print it and bring it with you. If you do not have a printer, you will find blank forms in the lobby at the clinic. Enter the clinic from Chamberland Street and turn left to go to the front of the building. Wait in your car until we call you on your cellphone to come in. Please note:

- bring your health card
- you must come in alone unless you require physical assistance or an interpreter, and that is limited to one person. Only children with an appointment can come in accompanied by one parent only
- when you enter there is a small table where you can sanitize your hands and put on a mask

A few final comments:

- a) you will not be seen without an appointment
- b) the physician will not address any other health issues and any prescriptions will be limited to the problem at hand

- c) you can download a [sick note](#) from our website as we will not give you one
- d) EOHU will contact you with the results of your swab or you can go to this [site](#)

Remember to wash your hands with soap and water frequently!