



## Rockland COVID-19 Assessment Center

### Frequently Asked Questions

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#### Who should come to the Rockland Assessment Center?

- You will not be seen without an appointment
- If you have COVID-19 symptoms, such as a fever or a worsening cough, complete this [self-assessment](#) and follow the recommendations.
- If you have severe difficulty breathing, call 911 or go to the nearest emergency department.

#### How do I make an appointment?

- After completing the [self-assessment tool](#), if you feel you need to be seen, call the Eastern Ontario Health Unit (EOHU) at 613-933-1375 or 1-800-267-7120. Do not call the CRFHT
- If you qualify for an appointment, we will call you with a date and time
- [Complete and print this form](#) before you come. If you do not have a printer, you will be able to obtain a form at our center, which you can complete in your vehicle upon your arrival. Give yourself enough time to complete it.

#### When are we open?

- We are open from Monday to Saturday by appointment only

#### Where is the Assessment Centre?

- 2741 Chamberland Street, Rockland
- If you have an appointment with a doctor, enter left at the parking lot
- If you have a drive-thru appointment, enter right at the parking lot. Keep your window rolled up and follow the signage.

#### What happens at the Assessment Centre?

- You cannot wait inside. Bring your cell phone so we can call you at the time of your appointment.
- Bring your health card.
- Patients must come alone unless they require support or an interpreter. Children will only be let in if they have an appointment and must only be accompanied by one parent or caregiver.
- Upon entering, sanitize your hands and don a mask.
- If the physician feels you need a test, you will receive one. Not everybody will be tested.

#### Can other health issues be addressed at my appointment?

- No other health issues will be addressed and no unrelated prescriptions or refills will be provided.
- You can download a [sick note](#) from our website, but none will be provided otherwise.

#### Who will provide me with my results?

- The EOHU will follow-up with patients who are tested for COVID-19.
- You can also access your results at <https://covid19results.ehealthontario.ca>