



Royal Victoria
Regional Health Centre

Coronavirus – COVID-19

Key information

Elected Officials

March, 2020

In the event you are receiving questions from your constituents, below are the most frequently asked COVID-19 questions we receive. If you have other questions, please email us at rvhcorporatecommunications@rvh.on.ca or you call Jane Cocking, Manager, Corporate Communications 705-728-9090 extension 41611.

What are the symptoms?

- Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. There is currently no vaccine for COVID-19

What happens if a patient comes to RVH with symptoms of COVID-19?

RVH has implemented a number of protocols to preserve vital medical supplies for seriously ill and vulnerable patients, while keeping our patients, staff and communities safe:

- Any patient who presents to RVH with COVID-19 symptoms will be screened upon arrival and assessed in an area separate from the Emergency Department
- Patients are tested for COVID-19 only if their symptoms warrant it and on the recommendation of a health professional
- Most patients with mild symptoms will not be tested, but will be sent home to safely self-monitor and recover
 - If people have concerns about their symptoms they should contact Telehealth Ontario at 1-866-797-0000
- If the patient has moderate to severe symptoms, the care team may choose to perform a swab test and the patient will be asked to return home and self-isolate to await their test results
- If a patient requires admission, they will be cared for by a highly-trained care team, wearing personal protective equipment

COVID-19 Alternate Assessment Treatment Clinic

A COVID-19 assessment centre has been opened at 490 Huronia Road.

- Operating hours 7 days a week
 - Daily 8 a.m. - 8 p.m.
- In its first few days of operation, the clinic is seeing very high volumes of patients and wait times are typically 2 hours or more and patients do need to wait outside
- The assessment centre does not:
 - Conduct COVID-19 tests
 - Provide return to work notes
 - Prescribe medication
 - Provide walk-in care other than COVID-19 assessment
- Patients with confirmed symptoms will be provided further instructions, such as to proceed to RVH for swab testing, or to return home to self-monitor or self-isolate
- Patients are advised first seek guidance on whether it is appropriate for them to visit an assessment centre. Ontarians can do so by using a [new online self-assessment tool](#), calling Telehealth Ontario at 1-866-797-0000 or calling the Simcoe Muskoka District Health Unit at 705-721-7520

What other measures are in place at RVH?

- Currently, no visitors are allowed at RVH, with the exception of the Emergency Department; Paediatrics; Neonatal Intensive Care and the Birthing Unit, where one ADULT visitor is permitted. Exceptions to this restriction are for compassionate reasons only.
- Most non-urgent surgeries, outpatient procedures, imaging exams and clinic visits are cancelled
- Vital cancer appointments will proceed as scheduled
- If you do *not* receive a call from RVH your appointment will proceed as planned
- Patients to use the Main and Atrium entrances ONLY and will be screened for symptoms before entry
- The Emergency entrance is for emergencies only

Where can people go for more information?

- For clinical questions, contact Telehealth Ontario at 1-866-797-0000, 24 hours a day, 7 days a week to speak with a nurse or the Simcoe Muskoka District Health Unit at 1-705-721-7520
- For reliable, up-to-date information, visit the following websites:
 - Ministry of Health
 - Public Health Ontario
 - Government of Canada