

COVID-19 Assessment Centre

If you have symptoms please DO NOT come to the hospital, instead contact our Assessment Centre to book an appointment to be swabbed.

Please follow the instructions you are given.

705-869-1420 ext.4500

Espanola Regional Hospital & Health Centre

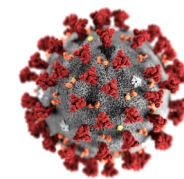
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www.erhhc.on.ca



espanola
regional hospital and health centre
hôpital régional et centre de santé
d'esperanza

COVID-19 Protocol



Things to know when coming to our hospital

All outpatient services require an appointment – (Lab, X-ray, Physio, Cardiac Lab & Specialist Clinics)

Please **do not** come to the hospital with your requisition to make an appointment in person as you will be redirected to call from home.

To maintain a good patient flow and reduce numbers in waiting areas, **do not** come more than 10 minutes before your appointment. If you do, you will be asked to wait outside

Every person entering our facility must:

- Be screened
- Wear a mask
- Sanitize hands

If you do not wish to comply with these protocols you will be denied access.

Important numbers for outpatient services

Main line: 705-869-1420

<i>Department</i>	<i>Extension</i>
Lab	3059
Diagnostic Imaging	3500
Cardiac Lab	3500
Physiotherapy	3563
Specialist Clinics	3500

Abuse Policy

Abuse of any kind toward our staff will **NOT** be tolerated and you will be asked to leave.



Visitor Access

Emergency Department:

- One dedicated visitor per patient
- All visitors will be screened upon entry to the hospital, if they screen positive to the screening questions entry will be denied
- Patients and family/caregivers presenting to the ED are asked to bring their own mask, if they do not have one then one will be provided
- Mask are to be worn at all times while in the hospital
- Perform hand hygiene upon entering and exiting the hospital
- Physical distancing is to be maintained while in the hospital

Acute Care:

- Visiting hours: 11:00-14:00 and 17:00-19:00
- One family member/caregiver per patient at a time
- All visitors will be screened upon entry to the hospital, if they screen positive to the screening questions entry will be denied
- Family members/caregivers provide their own mask, if possible
- Masks are to be worn at all times while in hospital
- Perform hand hygiene upon entering and exiting the hospital
- Physical distancing to be maintained while in hospital

**Special consideration for palliative and critically ill patients will be given by the Clinical Team.