



Service Planning and Clinical Services Expansion during the COVID-19 Pandemic

Checklist for booking care visits – To be reviewed with all patients coming on site

Current as of June 11, 2020

PURPOSE

Patients coming to the hospital may have a different experience than they anticipate due to the measures LHSC is taking to keep people safe during the pandemic. It is important that patients know in advance what to expect.

NOTES

- Modify this information as needed to align with your clinic/office's current processes.
- Direct any concerns that you are unable to answer to your leader or the Patient Relations office (519-685-8500 ext. 52036). As needed, refer to LHSC's resource document provided to staff and physicians with key messages and potential questions and answers.
- The most current information for patients is available on LHSC's website: <https://www.lhsc.on.ca/coronavirus>



CHECKLIST

- If you have signs of a respiratory illness, please call us before coming in. This includes a new cough, fever or shortness of breath.
- We will be calling you before your visit to ask some pre-screening questions related to your health and other information.
- Please arrive 30 minutes before the confirmed appointment time to allow enough time for screening and registration. **[Update based on your process but you MUST allow 15 minutes for screening purposes.]**
- Only main hospital entrances are open. Please check our website with maps and locations. We recommend you use **[state Entrance]**. Be sure to have your appointment information with you.
- Everyone coming into the hospital will be actively screened to help quickly identify signs and symptoms of illness. The screeners will ask you some questions when you arrive about your health and other information.
- You will be asked to wear a mask upon entry. You will be provided a mask but are encouraged to use your own including a cloth mask. You won't have to wear one if you can't tolerate a mask due to a health condition.
- It is important to keep physically distant from others, staying at least 2 metres (6 feet) apart. We have redesigned spaces like waiting rooms to keep patients at a safe distance. Please follow all signs and instructions.
- LHSC is temporarily limiting all family and caregiver presence and other visitation in order to maintain a safe environment. This means that you won't be able to have a caregiver or support person with you. They can wait outside of the entrance for you. Is there anything that we should know in order to help you when you come for your visit?