

What can I expect when I come for an Outpatient Appointment at HDS?

A number of precautions are in place to maintain the health and safety of our patients and staff and to limit the spread of COVID-19.

Read our FAQ's below.

Do I have to wear a mask?

All outpatients and approved visitors are required to wear a mask at all times while in hospital. Outpatients and visitors will bring their own masks.

Can my caregiver accompany me to my appointment?

At this time, only patients attending appointments will enter the building. If a caregiver is required, only one pre-approved caregiver may accompany the client to the appointment. Pre-appointment approval of any caregiver is required.

Which entrance do I use?

Each clinic or rehab program has a designated entrance. There are 4 labeled parking lots around the Outpatient Building with corresponding entry doors. We will let you know which entrance to access when your appointment is booked.

The designated entrances are as follows:

Lot A Entry: Audiology & Hearing Aid Clinic | Medical Clinic North (Dr. McMillan & Dr. Batey)

Lot B Entry: Medical Clinic South (Dr. Khan & Dr. Stacey)

Lot C Entry: Augmentative & Alternative Communications (AAC) | Rehab & Wellness | Cancer Rehab

Lot D Entry: Neurology Program | Ortho & Hands | WSIB | Parkinson's Program | Stroke Program

Health Screening for COVID-19.

One day before your appointment, we will contact you to complete a COVID-19 health screen and to confirm your appointment details.

When you arrive for your appointment, we will review your health screen again and take your temperature with a surface thermometer.

If you fail the screening, you will not be granted entry to the hospital, at this time.

Upon arrival, where do I wait for my appointment?

At this time we have limited waiting chairs for both before and after appointments. These chairs will be reserved for those who utilized specialized transit services. Everyone else will be asked to wait in their car if they are required to wait for their appointment to begin.

To limit your waiting time, please arrive only 5 minutes before your scheduled appointment time. Please request to be picked up promptly after your appointment is complete.

If possible, call the screening desk once you arrive to the assigned parking lot. We will let you know when to come inside the building.

What other safety measures have you put in place during COVID-19?

Entrance screening – Each person entering Hotel Dieu Shaver has passed the COVID-19 health screening including a surface temperature check.

Universal masking – All staff, physicians, outpatients and visitors are required to wear masks at all times. Staff, as determined by infection control standards, may wear additional personal protective equipment.

Physical distancing – Everyone is encouraged to keep a 2 metre/6 foot distance from others, including common areas, elevators and stairwells. There are visuals throughout the hospital to encourage this and remind everyone.

Your health provider may need to be closer to you during their assessment or treatment. This will occur in a designated treatment area.

Enhanced cleaning – All of our equipment and surfaces are cleaned regularly with approved disinfectants to keep spaces clean. Additional cleaning is being completed in patient care areas.

