

# 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 the hospital. Clients and visitors are asked to bring their own masks. Limited exceptions are made (e.g. for infants, preschoolers, specific health issues related to mask usage).

## **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 service has a designated entrance. You can only access your appointment through this entrance at the outpatient building. There are 4 labeled parking lots around the building with corresponding entry doors. We will let you know which entrance to access when your appointment is booked.

## **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 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?**

Unfortunately, at this time there are no access to waiting rooms inside the outpatient building.

Once you arrive to the assigned parking lot call the screening desk. 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 and receives a temperature check.

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

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 treatment area.

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

Hand Sanitizing – All clients will be asked to sanitize their hands upon entry and throughout their appointment. Staff are practicing frequent hand washing/sanitizing.

