

To Our Valued Patients:

Woodbridge Medical Centre Family Health Team (WMC FHT) recognizes the concerns about Coronavirus (COVID-19) and want to ensure you that we are doing everything we can to protect the safety of all of our patients and staff. In light of the increasing number of cases in Canada and the recognition that early social distancing is an important measure to slow the spread of the virus and protect our most vulnerable populations, WMC FHT have implemented the following temporary changes:

#### Office Visits

Where possible, we are asking patients to defer any non-essential previously booked appointments. If your visit is for prescription renewals, please phone the office or phone your pharmacist for medication refills. Please allow 48-72 hours to process.

If you or a close contact has travelled in the last 21 days, please do not come to the Clinic. Call the office to book a telephone consultation or virtual visit with your provider or the doctor on call.

If you or a close contact has travelled in the last 21 days and you are experiencing symptoms of COVID-19 including fever, cough and shortness of breathe, please contact Telehealth at 1-866-797-0000. If this is a medical emergency, please visit your nearest emergency department or call 911.

It is important that we avoid panic. According to the Public Health Agency of Canada (PHAC), the public health risks associated with COVID-19 are considered low for the general population assuming you are under the age of 65 with no underlying medical condition. (March 11, 2020)

The goal is to contain the virus and the best ways to minimize your risk of infections are to wash your hands regularly, avoid touching your face and avoid unnecessary public contact and travel.

Thank you for your cooperation and for helping us keep everyone safe.

The Woodbridge Medical Centre Family Health Team