

Killarney Health Centre COVID 19 Update

We have now entered a phase where some restrictions are being lifted by Ontario's Ministry of Health; as such the Killarney Health Centre will determine which Health services are reasonable to resume. This document is intended to inform residents of changes in the delivery of health services as we enter into this new phase in COVID 19 planning.

- After May 28th 2020 there will be no further prescription delivery. Please make arrangements to pick up your prescription or family member's prescription Monday-Friday from 3pm -5pm. If others are present when picking up your prescription please ensure that the physical distance of two metres (six feet) is maintained. You may want to wait in your vehicle or maintain a safe outside space.
- Upon arriving to pick up your prescription, please ring the doorbell. Wait at the taped area of the outside rug. Aaron or Laura will bring your prescription and place it on the bench where you will be able to pick it up. If there is a need to enter the Health Centre you will be required to wear a mask. There will be masks available however you are encouraged to have your own mask that you should be using when in the community.
- The KHC will continue to organize in-person appointments times to limit the number of people in the office at one time and prioritize based on urgency. A decision will be made on the best mode of care, in person/phone or virtually,
- Patients will continue to be screened for possible COVID symptoms prior to attending the office
- Patients with COVID symptoms will be referred to the self-assessment centre
- If it is necessary to see a symptomatic patient, the patient will be asked to wear a mask, and the RN will don appropriate PPE
- Unless necessary, patients are requested to attend alone (i.e., not to bring family members, friends or caregivers)
- The KHC will continue to arrange queuing and traffic flow to maximize physical distancing using visual cues like signage, directional arrows, and areas marked with tape
- The current buzzer system will remain which will allow staff to regulate patient flow, especially now as we enter into the busy tourism season

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- We may adopt alternative solutions to waiting in the office, such as asking patients to wait in their vehicles, if possible, and text or calling when appointments are ready
- All toys, magazines, brochures, remote controls and other shared items have been removed from the waiting room
- Rigorous cleaning and disinfecting of common areas and high touch surfaces will continue
- All staff will continue to practice frequent hand hygiene using soap and water or a Health Canada-approved hand sanitizer, all patients/visitors to the Health centre will be required to utilize the hand sanitizer prior to entering the office
- The current procedure for drop off of travel grants/forms will continue until further notice.

The KHC Board and Staff thank you for your co-operation and patience. By implementing the above we hope to mitigate any risk to our residents/patients and to keep our staff safe as we adjust to the continually evolving COVID 19 situation