

UPDATED APRIL 28, 2020

TO PATIENTS OF SHEDDON MEDICAL,

We understand the fear and frustration that the COVID-19 pandemic has caused and we have been working hard to ensure that we continue to deliver high quality medical care while taking into account the health and safety of our patients, physicians and staff.

We all need to take COVID-19 very seriously. We ask you to do your part to help “flatten the curve” so that we can protect our most vulnerable populations and keep our hospital beds available for those who need them the most. Do not let the numbers fool you. Only a select cohort of patients are being tested so the numbers you see in the media every day are an underestimation of the true number affected.

We must assume that anyone with respiratory symptoms/flu-like symptoms may be a COVID-19 case and that asymptomatic individuals can also be spreading the virus.

REMEMBER THAT WE ALL HAVE A RESPONSIBILITY TO ENSURE PUBLIC HEALTH AND SAFETY!

1) Who should be tested for COVID-19 (as per Halton Public Health guidelines)?

Directly taken from Halton Public Health website:

Halton Region Public Health is focusing on those most at risk of COVID-19. Testing is currently recommended for the following people **who have [symptoms \(e.g., fever, new cough, difficulty breathing, etc.\)](#)**:

- those aged 60 and over;
- those with pre-existing medical conditions;
- those who have been in contact with a confirmed case of COVID-19;
- those living or working in a health-care or long-term care setting or institution;
- First Nation community members living on-reserve; or
- anyone else directed by Halton Region Public Health.

Individuals without symptoms are NOT being tested at this time.

Anyone who develops symptoms, whether they have travelled or not, should self-isolate for 14 days, or until they have been symptom-free for 24 hours, whichever is longer. Those with mild symptoms and no complications **do not** need to contact Public Health.

Residents with SEVERE symptoms are asked to call 9-1-1 immediately.

Please visit [halton.ca/COVID19](https://www.halton.ca/COVID19) for more information.

If you fit into one of these categories, please contact 905-203-7963 to book an appointment for testing. You can also contact your local public health unit. In Halton, the number is 311.

2) What do I do if I have symptoms but do not qualify for testing?

First, take the [self-assessment tool](#).

From Halton public health website: "Not everyone requires testing. Most people with mild symptoms will recover on their own at home. Get rest, drink fluids, eat well and **stay home**. You **do not** need to contact Public Health."

Practice [self-isolation](#).

If there is any uncertainty as to whether or not you should be tested, please contact public health at 311.

3) How do I protect myself and my family from getting ill?

Practice [physical distancing](#). This means avoiding non-essential exposures to other people, especially those over the age of 60 or immunocompromised. Sanitize your hands frequently either with alcohol-based sanitizer or hand washing with soap and water x 20 seconds. Avoid touching your face at all costs.

4) What do I do if I travelled out of province or outside of Canada in the last 14 days?

Practice [self-isolation](#) and [self-monitoring](#) x 14 days. Please do your part and reinforce this to any one you know who may have travelled recently.

5) How do I access medical care during this period?

Sheddon Physicians will continue to be available to patients. However, all elective appointments such as physicals will be postponed until further notice. We will try to substitute all in-person visits for virtual visits (telephone calls or video conferencing when feasible). We will be delaying ordering any non-urgent tests and referrals until further notice.

Please do not walk-in or come to the office if you are symptomatic or have travelled in the past 14 days as we are running very low on personal protective equipment like masks. Contact the office instead at 905-845-8771 for further directions. If it is after hours, please contact TELEHEALTH at [+1 866-797-0000](#). The Ministry of Health is working with Ontario doctors to develop a 24/7 virtual "walk-in clinic" for after hours, urgent matters.

All patients can request a virtual visit by contacting the office by telephone.

6) What about the After Hours Clinic?

The After Hours Clinic located at Sheddon Medical has been CLOSED until further notice. If you need urgent medical care, please call the Trafalgar Medical Clinic at 905 844 3281 between 5pm and 7pm from Monday to Friday to be screened and triaged prior to arriving to the clinic. The visit will likely be conducted over telephone and only in certain circumstances will patients be allowed into the office to be seen.

Please do not attend the After Hours Clinic for routine prescriptions and assessments and contact your regular physician as they may be able to assess you by a virtual visit. If you are having respiratory symptoms, please refer to the comments above in FAQ 1 & 2. If you have had travel history in the past 14 days, please do not come to the After Hours Clinic and contact your regular physician.

7) Do I need a sick note for work if I have symptoms?

No.

8) Where can I read more about COVID-19?

<https://www.virusfacts.ca>

<https://www.ontario.ca/page/2019-novel-coronavirus>

<https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>

<https://www.ontariofamilyphysicians.ca/tools-resources/timely-trending/novel-coronavirus-2019-ncov/ocfp-coronavirus-infographic-4-final.pdf>

WE APPRECIATE YOUR COOPERATION DURING THIS TIME.

- SHEDDON PHYSICIANS