

Memorandum

Date: April 15, 2020

To: Primary Care, Southwestern Public Health

From: St .Thomas Elgin General Hospital

Subject: COVID-19 Assessment Centre

St. Thomas Elgin General Hospital opened a COVID-19 Assessment Centre in St. Thomas on Wednesday, April 15, 2020.

The goal of the Assessment Centre is to expand the capacity of COVID-19 testing in St. Thomas and Elgin County.

The Centre is not open to the public. It is only accessible to patients referred by a primary care provider or public health and who have a scheduled appointment.

Only patients meeting specific criteria, requiring a swab or an in-person assessment, should be referred to the COVID-19 Assessment Centre. To ensure you are using the most up-to-date criteria, it is best to have the patient or their delegate use the www.covid19checkup.ca assessment tool and document your telephone assessment there. This will also allow collection of population level data about COVID-19 in our community.

The COVID-19 Assessment Centre is operational between 1400-1800 seven days a week and is located in the west wing of the St. Thomas Elgin General Hospital - previously occupied by the Emergency Department before the opening of the North Tower in 2018.

What happens at the COVID-19 Assessment Centre?

When a patient arrives for their scheduled appointment, they will undergo an assessment by a nurse and/or physician and will receive a nasopharyngeal swab to test for COVID-19. The patient will receive educational material and will be instructed to go home and self-isolate until the test result is returned.

How will I/my patient be notified of the test results?

Patients will have access to their test results from an online portal (<https://covid19results.ehealthontario.ca:4443/agree>).

If positive, Southwestern Public Health will follow-up within 24 hours.

STEGH will fax the swab confirmation sheet to primary care advising if a patient has been swabbed. Faxes are sent after 1800, when the Assessment Centre closes.

Primary care providers can follow up with patients with negative results, as public health is not notified of these results.

How do I refer a patient?

Southwestern Public Health and primary care calls STEGH at **519-637-3266, ext. 6210** to book a patient appointment. This number is monitored between 0800-1500.

DO NOT GIVE PATIENTS OR FAMILY MEMBERS THIS NUMBER.

Instructions for patients

- Patients are to arrive promptly at their appointment time.
- Additional visitors are discouraged, unless a patient requires a guardian or support person.
- The entrance to the COVID-19 Assessment Centre is off Hepburn Avenue and is clearly marked with signage.
- Parking is available and the space is fully accessible/barrier-free.

If you have questions about the COVID-19 Assessment Centre, please contact:

Stacey Adamache
Clinical Manager, COVID-19 Assessment Centre
St. Thomas Elgin General Hospital
519-631-2030, ext. 2377

Process Map of Client Journey to and through STEGH Assessment Centre

Last updated:
April 13, 2020

