

MEDIA RELEASE

Headwaters Health Care Centre's COVID-19 Assessment Centre Transitioning to Scheduled Testing

Readiness is a testament to true collaboration in Dufferin County

Orangeville, ON – Oct. 5, 2020 – To try to curb the spread of COVID-19, on October 2, Ontario announced additional measures that include transitioning all assessment centres to scheduled appointments beginning on Tuesday, October 6. Half of Ontario's assessment centres already operate as appointment-based centres.

In order to plan for this change, the COVID-19 Assessment Centre at 140 Rolling Hills Drive closed for two days, Sunday, October 4 and Monday, October 5.

In a matter of three days, staff, leaders, physicians, contracted service providers and the County of Dufferin worked together to make it happen.

"Our partners at the County of Dufferin stepped in right away, offering any and all support, to make this change happen by Tuesday," said Kim Delahunt, President & CEO, Headwaters Health Care Centre. "We know how lucky we are here in Dufferin County and we do not take that for granted."

Dufferin County is providing the call centre support, including staff for an interim period.

"I'm so proud of our hospital staff and County staff that have come together over the weekend to set up a call centre. We live and work in a community that cares and we all want to keep everyone safe," said Warden Darren White.

The COVID-19 Assessment Centre's call centre is now accepting calls to book appointments, during its hours of operation 8:30 am to 4:30 pm. People can book an appointment by calling 519-941-0001. A high volume of calls is expected, and we ask that people be patient should they need to call back.

Plans are underway to develop an automated booking system that will make it possible for people to conveniently also book an appointment online at the Assessment Centre. More information about the booking process and what to expect can be found online at headwatershealth.ca.

During the temporary closure today, the hospital asks that community members follow local public health guidelines, wait for further details on how to schedule an appointment locally, or to make an appointment at one of the other [Assessment Centres](#) already operating under an appointment-based system or to book an appointment at one of the select [pharmacies](#).

With the upcoming winter season approaching, plans are also underway to transition the current COVID-19 Assessment Centre to a more seasonally appropriate location while adhering to the Province's directions on the accountabilities of hospitals. More information will be shared well in advance when those plans are finalized.

For More Information:

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COVID-19 Assessment Centre Booking System Transition

Frequently Asked Questions

1. When will the Headwaters Health Care Centre COVID-19 Assessment Centre reopen?

Our COVID-19 Assessment Centre is closed on Sunday, October 4 and Monday, October 5. It will reopen on Tuesday, October 6 from 0900 – 1700.

2. Where can I get tested while you are closed?

You can visit <https://covid-19.ontario.ca/assessment-centre-locations/> for information on testing locations that are open and booking appointments.

3. Can I get tested in the Headwaters Health Care Centre Emergency Department?

As always, our Emergency Department is available for emergency care needs. If you are experiencing severe COVID-19 symptoms or if a child under the age of 2 requires testing, we are here to help.

4. How do I book an appointment?

We will begin booking appointments for COVID tests by telephone at 10AM on Monday October 5. Appointments can be booked by calling (519) 941.0001.

5. Can I book an appointment for other members of my family at the same time?

Yes. You can book more than one appointment on the same call.

6. Can I choose an appointment that suits me, or will I be given the next available spot?

You may request a specific appointment time, but due to the high volume of appointments, specific times may be unavailable. In that case, you will be offered the next available spot.

7. How far in advance can I book an appointment?

Due to the high volume of calls, we are only accepting appointments up to three days in advance at this time. This will be evaluated on a continual basis.

We kindly ask if you do not need the booked appointment at our Assessment Centre, that you call us to cancel so we can offer that time to someone else.

8. What are the hours of operation for the call centre taking bookings?

Typically, we will accept bookings between 8:30am and 4:30 pm from Monday to Friday. Please remember that we will open at 10:00am on Monday October 5th, 2020. We have not determined whether the call centre will operate on weekends or statutory holidays yet.

9. Your bookings are already filled up and I can't wait three days to make an appointment. I need to get tested now.

If this is an emergency and require urgent care, please visit the Headwaters Health Care Centre

Emergency Department or call 9-1-1. If you are experiencing severe COVID-19 symptoms or if a child under the age of 2 requires testing, we are here to help.

For more information about COVID-19 testing criteria please visit www.covid-19.ontario.ca; here, you will find a list of all Assessment Centre's and pharmacies conducting COVID-19 testing in our community.

10. What do I do if I am a pre-op patient and was told to get a test before my surgery at Headwaters Health Care Centre?

Please wait for your surgeon's office to call you directly to provide further information on testing.

11. I can't get to the Assessment Centre. How can I get tested?

If you are unable to drive to the Assessment Centre, you may be able to arrive by taxi, public transportation or ride sharing services. There is a walk-through opportunity for individuals with booked appointments and no access to a vehicle.

If you require alternate arrangements, please contact your family physician to discuss suitable options to meet your unique circumstances.

12. When should I arrive from my scheduled appointment?

We ask that you please arrive within 20-30 minutes of your booked appointment time. When you arrive, you will be directed to an appropriate parking area for your allocated time. A staff member will assist you with pre-screening questions. Please remember to bring your health card with you and 1 other piece of identification.

We will not be providing reminders for appointments.

13. What if I arrive late or miss my appointment? Can I be rebooked?

If you miss your appointment or arrive late your appointment time, we will not be able to accommodate you. Please call (519) 941.0001 to book another appointment.

14. Are you still accepting patients without booked appointments?

No. The Ministry of Health has discontinued unscheduled testing services. As of Tuesday, October 6, you need an appointment to get a test at Assessment Centers and select pharmacies. To book an appointment please call (519) 941.0001. To find out more visit www.covid-19.ontario.ca.

15. When do you see patients at the Assessment Centre?

The first patient will be seen at 9AM for a previously booked appointment. The last patient is seen at 4:30pm for a previously booked appointment. The centre is open seven days a week.

16. Where is the Assessment Centre located?

The centre is located at 140 Rolling Hills Drive.

17. What happens inside the Assessment Centre?

You will be seen by a team of health care professionals and will receive direction from the care team regarding next steps in your care.

18. How long will it take to get my test results?

Due to the high volume of testing, it could take anywhere from 5 to 10 days to get your test results. If you have a health card, please continue to check the online results portal at www.covid-19.ontario.ca. Thank you for your patience.

Public Health organizations will contact you if you COVID-19 is detected in your test.

If you have an older red and white health card or do not have a health card, please contact your family physician for results. If you do not have a health card or a family physician, please contact our Health Records department after 10 days.

19. I know if I should get tested?

The Ministry of Health is regularly updating their testing guidelines. Please visit www.covid-19.ontario.ca for the latest criteria. Testing is only available to those who meet the criteria.

20. Where can I find updates?

We will be providing updates on our social media platforms at @HeadwatersHCC and on our website at www.headwatershealth.ca. Information is also available at www.covid-19.ontario.ca.