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**Media Release**

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For Immediate Release

**Temporary Changes to Impact Patient Experience as Part of COVID-19 Protocols**

**WINDSOR, ON. \_** Windsor Regional Hospital has announced immediate steps being taken to protect the public and our staff from potential transmission of the COVID-19 virus. Today, WRH is highlighting changes to the patient services at WRH which will remain in place until the pandemic has subsided.

Due to the COVID-19 concerns, please be aware of the following:

* Food retail outlets at each campus are CLOSED. This includes the Tim Hortons kiosks at both campuses, the Armando’s Pizza service at Ouellette Campus and the Subway restaurant and quick service grill at Met Campus.
* Retail pharmacy outlets at both campuses are also CLOSED.
* In-patient meals will be pre-selected. Our regular “menu” service option is being temporarily suspended.

These measures follow yesterday’s announcement of restrictions to enter the building; screening for COVID-19 at these limited entrances; and visitor restrictions, limited to TWO visitors each for palliative, critical care/NICU and paediatrics patients, and ONE visitor for mothers before and/or after giving birth.

“We recognize that these changes will unfortunately alter the patient experience we strive to offer each and every patient and visitor at our hospital,” said David Musyj, President and CEO. “Again, these measures are being implemented as part of our best efforts to limit the potential transmission of the COVID-19 virus from person to person.”

Windsor Regional Hospital will continue to update the public regarding any changes to policies and procedures.

Also as a reminder, if you are an otherwise healthy individual and are not experiencing any serious symptoms, do NOT come to the emergency department to check whether you have contracted COVID-19. Coming to the ED risks transmitting the virus to others.

If you are unsure whether you have contracted the COVID-19 virus, contact your primary care provider, medical clinic or the Windsor-Essex Public Health Unit at 519 258 2146 ext. 1420, or call Telehealth at 1-866-797-0000 (24 hours, seven days a week).

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