

REVISED Q&A – IN EVENT THAT PANDEMIC IS DECLARED

How is WRH preparing for COVID-19 (novel coronavirus)?

Windsor Regional Hospital remains vigilant in protecting our staff, patients and visitors through rigorous infection and prevention controls, including screening of patients upon arrival for symptoms consistent with the Coronavirus.

Now that a pandemic has been declared in the province of Ontario, we have taken additional measures, outlined below, to protect staff, patients and visitors and reduce the opportunity for person-to-person transmission.

Has there been any impact on access to WRH?

Due to the pandemic declaration, the following restrictions are now in place at WRH:

1. All patients must be screened prior to entry.

In an effort to reduce the opportunity for COVID-19 transmission from person to person, and to identify and manage patients with infectious symptoms, ALL patients and visitors who come to either campus will be screened for potential COVID-19 symptoms. This screening will include questions about current health and recent travel, as well as a check of each individual's temperature. Further testing may be required at the discretion of the health care team.

In addition to Routine Practices, individuals who present with the acute respiratory infection symptoms and travel history to Wuhan, China or have been in contact with a sick person who has traveled to Wuhan, China or a confirmed 2019-nCoV case, are to be placed on Airborne/Droplet/Contact Precautions in an Airborne Infection Isolation Room (or a private room if an AIIR is not available). Staff are to wear gloves, gowns, N95 respirators and face protection.

2. Visitors must enter from specific points of entry.

These entry points for visitors are limited to:

Met Campus: Visitors may only enter from the main entrance (off Lens Ave.), the Cancer Centre entrance (off Alsace Ave.), or the regular Emergency Department entrance (off Byng Rd.).

A COVID-19 stand-alone screening area is located near the endoscopy area (off Byng Rd.)

Ouellette Campus: Visitors may only enter from the main entrance (off Goyeau St.), the third level hallway from the parking garage, or the regular Emergency Department entrance. Patients attending for dialysis appointments at the Bell building can enter from the east side main entrance. Patients coming to the Jeanne Mance building can also use the east entrance. THERE IS NO ACCESS TO THE HOSPITAL FROM OUELLETTE AVE.

A COVID-19 stand-alone screening area is located at the outpatient clinic entrance (off Goyeau St.)

3. Restrictions to number of visitors

Due to the pandemic declaration in the province of Ontario, visitation is restricted to:

- TWO visitors for paediatrics patients
- TWO visitors for critically ill patients (including Neonatal Intensive Care Unit)
- TWO visitors for palliative care patients
- ONE visitor for maternal patients (during labour or post delivery)

We are prepared to make special exceptions to the visitor policies above on compassionate grounds, but only at the request and approval by the patient, and in consultation with the care team and our infection control team.

As always, we ask that you do not come to the hospital to visit family or friends if you are feeling ill. This includes having a rash, vomiting, diarrhea, cough, shortness of breath, sore throat, runny nose or fever.

If you have a clinic appointment, test or other procedure scheduled, and have any of the symptoms above, please contact us to see if you should still come to the hospital.

What should I do to prevent the spread of illness?

Hand hygiene is the best way to prevent the spread of infections.

Remember to wash your hands:

- When entering or leaving the hospital and clinical areas
- Before eating or drinking
- After using the washroom
- If your hands become visibly dirty

Symptoms of Coronavirus infection are:

- Fever
- Cough
- Shortness of breath

Symptoms may also include:

- sore throat
- runny nose
- myalgias (muscle pain)
- nausea
- occasionally diarrhea

When should I seek medical care?

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

Most cases of the coronavirus tend to be mild, contact your primary care provider, medical clinic or the Windsor-Essex Public Health Unit by phone, or call Telehealth at 1-866-797-0000 (24 hours, seven days a week).

You should call your health care provider *immediately* if you experience these symptoms and you:

- are pregnant;
- have heart or lung disease;
- have any other chronic health problem that requires regular medical attention;
- live in a remote or isolated community;
- are elderly or frail; or
- have an illness or are receiving treatments – for example, for diabetes, cancer, or HIV/AIDS – that might affect your immune system.

There are emergency warning signs that should signal anyone to seek medical care urgently.

Emergency Warning Signs In Adults:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion Severe or persistent vomiting

What if my child seems very sick?

Call for emergency care or take your child to a doctor right away if your child (of any age) has any of the warning or emergency signs below:

- Fast breathing or trouble breathing
- Bluish or gray skin color
- Not drinking enough fluids (not going to the bathroom or not making as much urine as they normally do)
- Severe or persistent vomiting
- Not waking up or not interacting
- Being so irritable that the child does not want to be held
- Flu-like symptoms improve but then return with fever and worse cough
- Fever with a rash
- Has other conditions (like heart or lung disease, diabetes, or asthma) and develops flu symptoms, including a fever and/or cough.

Do I need to wear a mask?

There has been some confusing information on social media about whether the general public should wear masks to protect themselves.

At WRH, we will provide surgical masks to patients ONLY if needed based on their symptoms to prevent spreading infection, or if it is part of regular procedure.

WRH does not provide masks to the general public or visitors, with the exception of those visiting a patient on an inpatient unit who has been placed on special precautions due to an infection. In such cases, all of the necessary personal protective equipment (PPE) you require will be made available to you.

N-95 respirator masks require special fit testing to be sure they are the right size for each individual. These masks are NOT intended for use by patients, visitors or the public.