

Questions and Answers – WRH and COVID-19

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

Windsor Regional Hospital continues to monitor developments regarding the Novel Coronavirus outbreak, including staying up to date on the latest guidelines and information from Health Canada, the Ontario Ministry of Health and our local Public Health unit. We remain 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.

Has there been any impact on access to WRH?

There are no restrictions at this time. The hospital is safe for patients, visitors and staff.

HOWEVER, 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.

For our current visitors' policy, click here: <https://www.wrh.on.ca/visitinghours>

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
- When entering or exiting a patient room
- Before eating or drinking
- After using the washroom
- If your hands become visibly dirty

What are the symptoms for COVID-19, and what should I do to prevent the spread of illness?

Please see this helpful fact sheet on COVID-19 from the Association for Professionals in Infection Control and Epidemiology (APIC):

https://www.wrh.on.ca/uploads/Coronavirus/02420_Coronavirus_HiresNoBleed.pdf

Also click the link below for advice on self-monitoring from Public Health Ontario:

https://www.wrh.on.ca/uploads/Coronavirus/COVID_Self_Monitor_Fact_Sheet.PDF

Ontario updates are available here:

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

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:

- Call the Windsor-Essex County Health Unit at 519-258-2146 ext. 1420 within 24 hours of arriving in Canada if you plan on travelling to Windsor and Essex County.
- Call the Windsor-Essex County Health Unit at 519-258-2146 ext. 1420 if you are experiencing symptoms of the 2019 Novel Coronavirus.

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.