



**COMPASSION** is our  
**PASSION**

**OUR VISION:** OUTSTANDING CARE - NO EXCEPTIONS!

**OUR MISSION:** DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE BY A PASSIONATE COMMITMENT TO EXCELLENCE

## Media Release

October 2, 2020

For Immediate Release

### **APPOINTMENTS REQUIRED FOR COVID-19 TESTING NO WALK-INS STARTING SUNDAY OCTOBER 4, 2020**

**WINDSOR, ON.** \_ In compliance with new provincial government measures announced today, Windsor Regional Hospital will move from an open “walk-in” system for individuals seeking COVID-19 tests at our Assessment Centres to a revised system where it will be necessary to schedule an appointment.

<https://news.ontario.ca/en/release/58645/ontario-implementing-additional-public-health-and-testing-measures-to-keep-people-safe>

Appointments will be required as of Sunday October 4, 2020, at either of our two assessment centres – at the St. Clair College Sportsplex and at the WRH Ouellette Campus. Walk-ins will cease at the close of the assessment centres on Saturday, October 3.

In order to schedule an appointment you will need to call **519-973-4443** and speak to an individual to provide necessary information and book a day and time for your COVID-19 assessment. The number to call for an appointment **519-973-4443** is active now and can accept calls 24 hours a day.

We will be booking seven days in advance. Please have your health card in hand for the call.

An on-line system is being developed that will also allow for call-in appointments.

Hours at our COVID-19 Assessment Centres remain Monday to Friday from 8 am to 7 pm, and Saturday and Sunday from 9 am to 4 pm.

As announced by the province individuals should **ONLY** seek an appointment at a WRH COVID-19 Assessment Centre if the individual:

- Is showing COVID-19 symptoms;
- Has been exposed to a confirmed case of the virus, as informed by your public health unit or exposure notification through the COVID Alert app;
- Is a resident or works in a setting that has a COVID-19 outbreak, as identified and informed by your local public health unit; and
- Is eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care.

Please note, if you are tested at the Assessment Centre, someone will contact you directly if the results are positive for COVID-19.

You will also be able to access your results online at <https://covid19results.ehealthontario.ca:4443/agree> and remember to download the COVID-19 Alert App: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-alert-app.html>.

As a reminder, if someone has mild to moderate respiratory symptoms or other symptoms that may be related to COVID-19, they should contact their primary care provider first. If the symptoms are serious, such as severe difficulty breathing, severe chest pain, feeling confused or losing consciousness, please call 9-11.

For children having difficulty breathing, making crowing/high pitched breathing sounds, bluish discoloration around the mouth, lethargy (very sleepy), not responding or having seizures, please call 9-11.

If symptoms are not serious and you do not have a primary care provider, here are some resources to find a primary health care provider or obtain support at home:

- Windsor Essex Community Health Centre (WECHC): Call 519-997-2824
- Windsor Family Health Team: <https://www.windsorfht.ca/> or call 519-250-5656
- eHealth Windsor Essex: <https://ehealthwindsorsex.ca/>
- Essex County Medical Society: <https://ecms.org/dir-search/>
- Windsor Essex County Health Unit: <https://www.wechu.org/your-health/find-doctor#:~:text=Visit%20these%20web%20sites%20to%20find%20doctors%20in,or%20400%20City%20Hall%20Square%20East%2C%20Suite%20205>
- Ontario Health: [https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?\\_ga=2.130674767.1971690167.1599134840-274935944.1582750038](https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?_ga=2.130674767.1971690167.1599134840-274935944.1582750038)
- Telehealth: Toll-free: 1-866-797-0000 Toll-free TTY: 1-866-797-0007
- LHIN Home and Community Care: <http://healthcareathome.ca/eriestclair/en> or call 1-888-447-4468

Another option is to complete an online assessment. If you are worried that you may have COVID-19 or may have been in contact with someone who has COVID-19, go to <https://covid-19.ontario.ca/self-assessment/> to complete the assessment.

Please continue to visit [www.ontario.ca/coronavirus](http://www.ontario.ca/coronavirus) or [www.wrh.on.ca](http://www.wrh.on.ca) for regular updates on COVID-19.

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