

**FOR IMMEDIATE RELEASE – Temiskaming Hospital implements urgent care model.**

Temiskaming Shores, ON, March 18, 2020 – In keeping with the rapidly changing COVID-19 situation in the province, and the Temiskaming Hospital's goal of protecting its staff, the community and in-patients, the Temiskaming Hospital is moving to an urgent care model as part of its pandemic plan.

While Temiskaming Hospital remains open for patients 24 hours a day, public access will be limited to the Main Entrance of the hospital between 7:00am and 8:00pm. Outside of those hours, patients arriving at the Main Entrance will be communicated with through the intercom system by the receptionist and permitted access where appropriate.

Visitor restrictions will be implemented today, March 18, 2020 at 8:00pm. The hospital will be closed to all visitors, with the exception of obstetrical, paediatric and palliative cases who will be allowed one visitor. All visitors and urgent care patients entering the hospital will continue to be actively screened. Visitors who are not feeling well should not come to the hospital.

To comfort our patients and ease social isolation, Temiskaming Hospital will be providing TV's to all patients free of charge during this unprecedented situation. Although there is a limited supply of telephones, we will also be providing them free of charge, subject to availability.

The Volunteer Program including the Gift Shop was suspended as of Tuesday, March 17<sup>th</sup>. We would like to thank our volunteers for the amazing work they do, however their safety is paramount.

Pulmonary Function Testing is suspended as of Wednesday, March 18<sup>th</sup>.

As of Monday, March 23<sup>rd</sup>, all non-essential hospital services are suspended and only urgent care will be provided in the following settings: Diagnostic Imaging programs including Ontario Breast Screening Program (OBSP); Laboratory testing; Cardiac Rehabilitation; Stress Testing; Physiotherapy; Specialty Clinics; Surgical and Internal Medicine Departments; and Ontario Telemedicine Network (OTN).

All non-urgent appointments will be rebooked at a later date. Temiskaming Hospital or your physicians' office will be calling all patients who have appointments to advise them of any changes to their visit. Anyone who has not received a call, please check with the appropriate hospital department, booking office, or family physician office.

We recognize that patients receiving chemotherapy, day medicine and dialysis treatments are amongst our most vulnerable population and that these services are essential, therefore, will continue as scheduled.

We remind all patients to take proper precautions when attending a hospital appointment.

The Cafeteria will be closed to the general public.

The COVID-19 situation continues to unfold at a rapid pace and Temiskaming Hospital continues to monitor it on a daily basis. The procedures put in place for the pandemic plan are reviewed and reassessed on a regular basis.

As of March 18<sup>th</sup>, Temiskaming Hospital has no admitted patients who have tested positive for COVID-19.

Help keep our emergency room resources available for trauma and emergent care patients. If you suspect you have symptoms of COVID-19, a Self-Assessment Tool has been posted to the [Ontario Government](#) site. Refer to the [Timiskaming Health Unit's](#) website for guidance.

Temiskaming Hospital reminds members of the community that if they feel overwhelmed, the Timiskaming Crisis Response System by calling 1-888-665-8888 24 hours a day, 7 days a week; the Regional Warm Line 1-866-856-9276 is available from 6 pm to 12 am, 7 nights a week; and the Kids Help Phone by calling 1-800-668-6868.

More information can be found at <https://temiskaming-hospital.com/tem/>

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**For further information, contact:**

Carla Scott, Executive Assistant to the President & CEO and Board Liaison  
705.647.1088 extension 2220 or [cscott@temiskaming-hospital.com](mailto:cscott@temiskaming-hospital.com)



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