

Doctors. We lead you to better health.

PRESCRIPTION FOR RECOVERY: LEADING THE “NEW NORMAL” FOR PATIENT CARE

Community facilities – your family doctor’s office and specialists’ clinics – are an integral part of Ontario’s publicly funded, universal health-care system. They have an even more important role to play now.

Doctors’ offices have been open since the start of COVID-19, and we’re still open. But things have changed in health care as they have everywhere else.

Here are some differences that you will experience in the “new normal” of seeing your doctor.

Feel safe in our space

If we need to see you in person, there are measures in place to ensure your safety.

Clinic spaces, surfaces and equipment are washed down and sterilized multiple times a day. All clinic personnel observe strict physical distancing protocols while using the required personal protective equipment (PPE) to keep everyone safe.

Fewer patients will be seen per day

Unfortunately, as we are needed most, doctors may not be able to see as many patients as before. The same protocols that will keep you safe mean that a longer time will be required for each patient.

This also means that doctors won’t be able to “catch up” on lost visits or wait times for quite a while.

Don’t let health issues become bigger health issues

Many patients have chronic illnesses such as heart disease, diabetes and cancer, or need important vaccinations to protect their health.

If you have any of these conditions or any other health issues, it’s important to see



your doctor to prevent further complications that could become dangerous – or even life-threatening.

Wearing a mask can keep us all healthy

When attending your doctor’s office, wear a face covering to prevent others from potentially getting sick.

You should wear a face covering any time you aren’t able to keep a 2-metre distance from people not in your household.

Virtual care is available if you can’t see your doctor in person

Many patient appointments can be held by phone or through video. It might seem odd at first, but doctors will provide the same level of care that you need and that we’ve always provided.

Emergencies are still emergencies

All emergency rooms have safety measures in place to protect patients coming in and all the health-care workers who will look after you. Call 911 or go to an emergency room if you have an urgent health-care issue. It’s the safest thing you can do. ■