



**As Ontario's family doctors, we're here for more than COVID care – by phone, by video or in-person to help you remain healthy and safe.**

If you have a new or ongoing health concern or question, your family doctor wants to hear from you, and is doing their best to be available during COVID-19.

**Need an appointment?** Call your family doctor's office. They will walk you through your appointment options.



## LOOK AFTER YOUR HEALTH

Whether for a healthcare matter that pops up unexpectedly, a chronic condition that requires ongoing care, or for regular vaccinations, call your family doctor's office as you would normally.

Someone there will do their best to book the right appointment for you, either by phone, video or in person.

Some family doctors may be helping out in hospitals or COVID Assessment Centres, and available at different times than usual. If you can't leave a voicemail or reach us right away, please call back.

If you need a **prescription refill**, your doctor's office will have a process to facilitate this, and will guide you accordingly. If you're unsure of the steps, reach out to your doctor to find out.



## EMERGENCIES ARE STILL EMERGENCIES

**Ontario's Emergency Departments are safe, and available to serve you.**

Symptoms such as sudden chest pain, weakness in one side of the face or body, a sudden overwhelming headache, serious difficulty breathing, severe/prolonged abdominal pain, mental health emergencies or sudden-onset confusion are all conditions that need urgent attention, regardless of the pandemic.

Hospitals are working hard to ensure all patients are safe. Staff will be wearing masks and other protective gear in most emergency departments. That does not put you at risk... it protects you. If you have an emergency, don't wait to call your family doctor – call **9-1-1** or go to the nearest hospital emergency room if you require urgent attention.



## MEET WITH US BY VIDEO OR PHONE

Most health concerns can be discussed by phone or video to support physical distancing. Though meeting virtually may seem unusual, you'll likely find that once it begins, it's just like any other appointment.

**If your appointment is by video**, your family doctor will let you know if they'll be using a specific videoconferencing app or a more general one. Make sure that you have that app on your phone or laptop before the planned appointment time.



## BE SAFE IN OUR OFFICE SPACE

If your family doctor thinks you need to be seen in person, they'll help you stay safe during your visit. Wear your own cloth mask to the clinic if you have one available to you.