

REDUCED SERVICE – ALTERNATIVE MEDICAL SERVICE UPDATE AS OF MARCH 16, 2020

Dear families and patients of the CCC,

The Coronavirus Pandemic requires us to temporarily REDUCE SERVICE at the Children's Care Clinic.

The Coronavirus is a highly contagious and potentially very serious virus, now circulating within our community. While the vast majority of young people who catch the coronavirus have mild flu like illness, older adults risk having a serious infection requiring hospitalization and potential death.

The well-being of our patients and staff are of utmost importance to us and at the present time we are unable to provide a safe environment for our patients or our staff. Protection from this virus requires adequate protective gear including a facial mask, eye protection, gown and gloves. We are currently unable to obtain any of these.

Our clinic provides care for several hundred patients per day many of whom have cough and fever and could potentially transmit this virus to those in contact with them or in the near vicinity. We are the exact type of location that has the potential to contribute to this epidemic by facilitating the spread of the coronavirus to others.

Effective immediately, the following procedures are in place.

ANNUAL CHECKUPS

All non-essential visits such as routine checkups for healthy children should be postponed.

We will continue to perform routine checkups for children under 1 YEAR OF AGE.

MEDICAL ADVICE BY TELEPHONE

We are ABLE TO MANAGE AND TREAT many of your child's urgent care issues by TELEPHONE.

This includes such problems as;

- Cold, cough, and fever
- Sore throat
- Earaches

Please call the office and leave a message with the receptionist. The doctor will call you back and help you to manage and treat your child. If a visit to the office is necessary, it will be arranged.

REDUCED SERVICE – ALTERNATIVE MEDICAL SERVICE UPDATE AS OF MARCH 16, 2020

Medical advice can also be obtained by dialing 811 where a nurse will provide guidance. Expect very long delays.

Questions relating to Coronavirus infections can be answered by calling 1-877-644-4545.

PRESCRIPTIONS

If your child needs a prescription renewed, please call the office and your doctor will complete one. Please provide the fax number of your pharmacy and we will send the prescription directly to your pharmacy.

URGENT CARE

In urgent situations, the emergency room of either the Montreal Children's Hospital or St. Justine's Hospital should be used. We would advise you to use these facilities only in an urgent situation given that they are also likely areas of potential coronavirus transmission. Please expect long delays at the hospital.

These are exceptional times and we hope that we can resume normal service shortly. Please check our website often. This situation is changing rapidly and these procedures are likely to change.