

Lindsay hospital closes COVID-19 drive thru assessment centre

This Week

The Ross Memorial Hospital has shut down its temporary 'drive-thru' COVID-19 assessment centre and is urging people to take other steps before seeking testing.

Following the announcement of the first positive case of COVID-19 in Kawartha Lakes on March 14, the hospital introduced a temporary 'drive-thru' assessment centre in its ambulance bay. On Wednesday (March 18) the hospital implemented a new assessment model in response to community feedback and guidelines from the Ministry of Health.

"We anticipated an increased demand for assessment following the announcement of the first local case of COVID-19 but assessment through our ambulance bay is not a sustainable solution," stated hospital interim president and CEO Veronica Nelson.

It's estimated that 200 vehicles went through the temporary assessment centre over the course of two days; very few required testing.

"This new model of our clinicians providing assessment over the phone will support our community by making care more accessible for those who need it," continued Nelson.

The updated COVID-19 Assessment Centre model will have patients call first for a phone assessment by a nurse or physician, who will refer the caller for the appropriate next steps, which may include self-monitoring instructions, self-isolation instructions, testing at an offsite location at the Lindsay Exhibition ground, or seeking care in the hospital.

If an individual suspects they might have COVID-19, they should first complete the COVID-19 Self-Assessment at [Ontario.ca/coronavirus](https://ontario.ca/coronavirus). If indicated by the self-assessment results, contact Telehealth at [1-866-797-0000](tel:1-866-797-0000) or the Haliburton, Kawartha, Pine Ridge District Health Unit (www.hkpr.on.ca) at [1-866-888-4577](tel:1-866-888-4577) ext. 5020.

If symptoms are severe, call 911 and alert the dispatcher of travel history and symptoms.

Starting March 18, the hospital's COVID-19 Assessment Centre can be reached at [705-328-6217](tel:705-328-6217). The hours of operation are Monday to Friday, from 8 a.m. to 4 p.m.

Meanwhile, the hospital is continuing to work with local, regional and provincial partners on coordinated response planning during the COVID-19 pandemic. As the situation evolves day by day, the hospital asks the community to visit www.rmh.org/covid-19 for the latest information about the COVID-19 Assessment Centre and enhanced measures regarding patients, care programs and visitors.