

1 **designated** visitor per patient, 1 visit per day. This means that each inpatient may select only one person as their designated visitor.

Masks Provided to All Patients and Visitors

Effective January 7, we will be providing medical-grade masks for all patients and visitors. Patients and visitors should continue to wear their own cloth mask upon entering the hospital, and will be given a new mask at the screening station. This mask must be worn over the nose and mouth throughout the visit.

Care Programs and Surgeries Continue

We continue to provide in-person appointments for most of our care programs, while some of our programs can be conducted virtually. If an appointment were to change, your care provider or clinic will contact you. Our Surgical Program has added additional days to their schedule to continue to address the backlog created by the earlier shutdown.

Heading to RMH for an appointment or to the Emergency Department

- Please come alone unless a support person is essential (for palliative patients, critically ill, children under the age of 18, or those with cognitive impairments)
- Do not bring food or drink
- Bring your health card

COVID-19 Testing at RMH

- The COVID-19 Assessment Centre is by appointment only, Monday to Friday.
- Booking requests can be made by leaving a message at 705-328-6217 or by submitting a form at www.rmh.org.
- Depending on the individual's symptoms and age, they may be instructed to proceed to Entrance A (the south Kent St. Entrance) for a **test only** or to proceed to Entrance B (west side of the building, past the Administrative entrance) for a **test and physician assessment**.
- If symptoms are severe, including difficulty breathing, chest pain, confusion or losing consciousness, call 911 or proceed to the Emergency Department immediately.

Don't Wait to Seek Emergency Care

The Emergency Department has seen a significant decrease in visits, but this does not mean our community members are not experiencing medical emergencies. "We're here for you," says Ms. Isfan, "and we don't want you to delay a hospital visit if you need care." If you are experiencing any of the following symptoms, please visit the Emergency Department:

- Seizure or convulsions
- A broken bone or wound requiring stitches
- Chest pain or tightness in the chest
- Difficulty breathing
- Abdominal pain
- Confusion and disorientation
- Stiff neck and sensitivity to light
- Continuous vomiting or severe diarrhea with signs of dehydration
- Sudden severe headache, weakness, vision problems, numbness/tingling, trouble speaking, dizziness