

COVID-19: What to Expect

KidsInclusive In Centre Appointments

It is an extraordinary time in health and children's services, and we remain dedicated to providing you with the best and most appropriate care possible. While most of our interactions with clients will be done virtually, it is possible that you may be asked to attend an in-person appointment at the hospital. Below you will find more information on what to expect when you arrive.

- You are required to enter Hotel Dieu Hospital through the main doors at **166 Brock St.** Unless pre-arranged, only one caregiver may attend with the child.
- When you arrive, you will be asked a series of screening questions by hospital staff that are currently placed in the lobby. It is important for everyone's safety that you answer these questions honestly. Questions may include:
 - Do you have a **NEW ONSET COUGH, SORE THROAT, SHORTNESS OF BREATH, OR FEVER/CHILLS** (onset in the last 7 days)? (temperature of $\geq 37.8^{\circ}\text{C}$)
 - Do you have **any NEW symptom** of a **RESPIRATORY ILLNESS** (onset in the past 7 days) including (posted sign with symptoms): A runny nose or sneezing, nasal congestion (not due to allergies); Unexplained fatigue or malaise; Nausea, diarrhea; Changes in your sense of taste/smell
 - Have you been tested for COVID-19 due to symptoms and are awaiting results, or ever tested positive for COVID-19 in the last 30 days? (Asymptomatic/Surveillance testing does not apply)
 - In the last 14 days, have you TRAVELLED outside of Canada, or been in contact with a sick traveler?
 - In the past 14 days, have you had close contact with someone who is **sick with a respiratory infection OR is suspected or confirmed to have COVID-19?**
- If you answer yes to any of the screening questions in the lobby, you will be provided a blue and white checkered wristband. You will proceed to KidsInclusive and your care provider at KidsInclusive will discuss with you if the appointment should continue or be rescheduled.
- All visitors to the hospitals (clients and caregivers) will be asked to wear a mask for the duration of the visit. We encouraged you to come with your own clean mask however one will be provided if you do not have one **** please note children under 2 years of age should never be masked****<https://kingstonhsc.ca/patients-families-and-visitors/covid-19-information/required-use-masks-and-face-coverings>
- All visitors and staff will be asked to sanitize their hands during the screening process and before entering any clinical offices or treatment areas.
- In order to respect physical distancing only one family will be allowed in the reception area at a time to register for their appointment. Please wait outside the reception until it is your turn. There will be markings on the floor in the hallway to help ensure physical distancing while you wait. Once you have registered you will be directed to the appropriate room or chairs where you will wait for your appointment.
- Staff and clients will be required to practice physical distancing throughout the appointment. As this may be difficult staff, clients and families will wear PPE (personal protective equipment) and/or use other precautions.

FREQUENTLY ASKED QUESTIONS:

What do I do if my care team recommends an in-person appointment, but I don't want to come in to the hospital?

Outpatient treatment is voluntary, and you have the choice to decline an in-person appointment. If you are not comfortable with coming in, please share your concerns with your care team.

Who is my Care Team?

Your care team is any clinician you are currently working with at KidsInclusive.

What if I disclose that I have symptoms such as a fever or cough during the screening process?

If you believe you have symptoms of COVID-19, please call 613 544 3400 ext. 3175 or 1 855 544 3400 ext. 3175 and we will rebook your appointment for you. If this disclosure occurs once you have arrived your care team may reschedule the appointment or choose to continue with the recommended precautions in place.

What is Personal Protective Equipment (PPE)?

PPE refers to any protective gear such as masks, gowns, gloves or other garments intended to protect individuals against things like injury or infection

Why will I be screened in the lobby and again when I arrive to KidsInclusive?

The staff screeners in the lobby will not be aware of your unique care needs. They screen to determine whether you are at risk of having or transmitting COVID-19. Your care team, with assistance from the Most Responsible Clinician, will decide whether you will be seen for your appointment.

What if I would prefer an in-person appointment instead of a virtual visit? If it is not required, attending the hospital is not recommended. Please speak with your care team about your concerns.

Can parents and caregivers attend in-person appointments?

Children and youth attending in-person appointments at KHSC are permitted to have one caregiver attend in-person appointments. If your care team at KidsInclusive recommends additional caregivers attend they will discuss this with you when booking your appointment.

This process may change at any time and your care team will update you on any changes prior to your visit.

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