

## Provider Info. & FAQ COVID Care Clinic



### COVID Care Clinic (CCC)

St. Joseph's Healthcare Hamilton, Hamilton Health Sciences and Hamilton Family Medicine are offering a COVID Care Clinic.

#### Who can be referred:

Adults **18** years and older who are experiencing **mild-to-moderate COVID symptoms consisting of:**

- Worsening chest pain (not suspected cardiac)
- Worsening shortness of breath
- Persistent fever
- Persistent/ongoing diarrhea
- Inability to do selfcare
- Have worsening of pre-existing health conditions
- That require an in-person assessment due to worsening symptoms, but do not require care in the Emergency Department

Adults **18** years and older who are experiencing **mild-moderate COVID symptoms and at higher risk of severe illness**, including:

- immunocompromised individuals aged 18 and over regardless of vaccine status
- unvaccinated individuals aged 60 and over
- unvaccinated First Nation, Inuit and Métis individuals aged 50 and over
- unvaccinated individuals aged 50 and over with one or more risk factors.

*In emergency situations, all individuals should be advised to go to the nearest emergency department or call 9-1-1.*

#### Location:

The COVID Care Clinic is located at the St. Joseph's Healthcare Hamilton's Charlton Campus, **50 Charlton Avenue East, Hamilton**. The clinic is located near the emergency department entrance at St. Joe's.

#### Operating hours/days:

- 12 – 5 p.m., Monday - Friday including holidays

#### Clinical Services and Scope:

- Assessment
- If required: IV fluids, O2 Sat, venous blood gas, and chest x-ray
- Swabbing only based on guidance from Ministry – clinic is not intended to provide swabbing
- Referral for early therapy for COVID-19 (if eligible)

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### Referrals:

- Referral form from Primary Care, HFAM Virtual COVID Community Safety Net, Specialty Clinics, Brant Assessment Centre to come in through fax via 905-521-6141 - Referral form appended
- Referral form from **Hamilton** Assessment Centre, ED Virtual Urgent Care, SJHH Specialty Clinics to come through Dovetale order

### Patient Information

- Instruction sheets for patients (e.g. who to call when you arrive, where to park, etc) is appended
- **\*\*\*PLEASE ENSURE THE PATIENT HAS A FULL LIST OF MEDICATIONS, INHALERS, AND SUPPLEMENTS (VIA CPP IF AVAILABLE) TO REVIEW WITH CLINIC\*\*\***

### For more information:

Phone: 905-522-1155 ext 32367 | Email: [COVIDCareClinic@stjoes.ca](mailto:COVIDCareClinic@stjoes.ca) | Web: [stjoes.ca/COVIDCareClinic](http://stjoes.ca/COVIDCareClinic)

## COVID Care Clinic (CCC) FAQ

### Q. What is the COVID Care Clinic?

The COVID Care Clinic is a clinical assessment centre intended to complement the care provided by the family doctor's office or those who are not connected to a family doctor's office, and to support a patient's recovery at home. This will help to provide individuals in our community with timely care at the right place. This should help divert patients from emergency departments and reduce the likelihood of hospitalization.

The Hamilton Region's COVID Care Clinic is located at St. Joseph's Healthcare Hamilton's (SJHH) Charlton site. It is a collaborative effort of St. Joseph's Healthcare Hamilton (SJHH), Hamilton Health Sciences (HHS) and Hamilton Family Medicine (HFAM).

### Q. Who can receive treatment at the COVID Care Clinic?

Adults **18** years and older who are experiencing **mild-to-moderate COVID symptoms consisting of:**

- Worsening chest pain (not suspected cardiac)
- Worsening shortness of breath
- Persistent fever
- Persistent/ongoing diarrhea
- Inability to do selfcare
- Have worsening of pre-existing health conditions
- That require an in-person assessment due to worsening symptoms, but do not require care in the Emergency Department

Adults **18** years and older who are experiencing **mild-moderate COVID symptoms and at higher risk of severe illness**, including:

- immunocompromised individuals aged 18 and over regardless of vaccine status
- unvaccinated individuals aged 60 and over

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- unvaccinated First Nation, Inuit and Métis individuals aged 50 and over
- unvaccinated individuals aged 50 and over with one or more risk factors.

*In emergency situations, all individuals should be advised to go to the nearest emergency department or call 9-1-1.*

### **Q. Clinical Services and Scope provided at the clinic.**

- Assessment
- If required IV fluids, O2 Sat, venous blood gas, and chest x-ray
- Swabbing only based on guidance from Ministry – this is not a clinic intended to provide swabbing.
- Referral for early therapy for COVID-19 (if eligible)

### **Q. What early therapy options are available for COVID-19?**

- Infusion Therapy and Oral Therapies (including Paxlovid) are available for mildly-ill patients with higher-risk of severe disease (see appended referral form for details on patient eligibility)

### **Q. Who can make referrals?**

Primary Care Physicians, Specialty Clinics, Virtual Urgent Care physicians ([www.UrgentCareOntario.ca](http://www.UrgentCareOntario.ca)), Hamilton COVID Assessment Centres (<https://www.hamilton.ca/coronavirus/covid-19-testing>), Brant Assessment Centre

### **Q. How do I make referrals?**

- Referral form from Primary Care, HFAM Virtual COVID Community Safety Net, Specialty Clinics, Brant Assessment Centre to come in through fax via 905-521-6141 - Referral form appended
- Referral form from Hamilton Assessment Centre, ED Virtual Urgent Care, SJHH Specialty Clinics to come through Dovetale order

### **Q. Are walk-ins permitted?**

Limited spots for walk-in or booked appointments are available to accommodate those who do not have a primary care physician and/or access to virtual care.

### **Q. Where is the clinic located?**

The COVID Care Clinic is located at the St. Joseph's Healthcare Hamilton's Charlton Campus, 50 Charlton Avenue East, Hamilton. The clinic is located near the emergency department entrance at St. Joe's.

### **Q. When will the COVID Care Clinic open and what are the operating hours?**

The clinic will begin accepting patients on Thursday, January 13, 2022 and will be open 5 days a week between 12:00 p.m. and 5:00 p.m.

### **Q. Who will be staffing the COVID Care Clinic?**

The clinic will be staffed by Emergency Department doctors, family physicians and nurses from SJHH, HHS and HFAM.

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### **Q. What about children who need secondary care?**

The initial care for children will continue to be conducted by primary care providers. If children need secondary assessments, they should be referred to McMaster Children's Hospital.

### **Q: Do Primary Care providers receive a note of visit?**

Yes, primary care providers will receive a report on their patients' care from the COVID Care Clinic.

### **Q. Does the COVID Care Clinic provide follow-up care?**

No. Patients will be referred back to their primary care providers for follow-up care as required. Questions about Paxlovid can be referred to SJHH's Retail Pharmacy at 905-522-1155 ext. 36170.

### **Q. How can I get in touch with someone from the COVID Care Clinic?**

Phone: 905-522-1155 ext 32367 | Email: [COVIDCareClinic@stjoes.ca](mailto:COVIDCareClinic@stjoes.ca)

### **Q. Is there a website for COVID Care Clinic?**

Yes. [stjoes.ca/COVIDCareClinic](https://stjoes.ca/COVIDCareClinic)

### **Q. Where can I go to get more information?**

[HFAM](#)

[Ontario COVID updates](#)

[Hamilton PH](#)

[Needadoc](#)