

Instruction for Patients



COVID Care Clinic

The COVID Care Clinic is located at the St. Joseph's Healthcare Hamilton's Charlton Campus, 50 Charlton Avenue East, Hamilton.

Please arrive **no earlier than 5 minutes** before your scheduled appointment. You will not be allowed into the clinic prior to your scheduled appointment time. If you need to reach the clinic, call 905-522-1155 extension 32367.

Visitor Restrictions

We are restricting visitors to our hospital and ask that you come alone. If you require accompaniment, the individual will need to take a Rapid Antigen Test at the door, with a resulting negative test. The individual will need to pass screening, otherwise they will not be able to enter.

Getting to the hospital

The entrance to the COVID Care Clinic is through the Emergency Department only, off of James Street South. You cannot get to the clinic through any other hospital entrance.

Patient Drop Off (Recommended)

- Patients of the COVID Care Clinic should be dropped off at our [Emergency Department Entrance](#) on James St. South
- **There is no parking in this zone.** Driver must stay with the vehicle and promptly exit once patient has been dropped off.
- Patients can be picked up at the same location after their treatment.

Parking

- If you are driving yourself to the hospital, please park in one of the St. Joseph's Healthcare Hamilton [parking lots](#) or another area parking spot, then walk to the Emergency Department entrance off of James Street South. The Emergency Department entrance is clearly marked. Please be respectful of the emergency vehicles in this area.

Getting to the COVID Care Clinic:

- Once you enter through the Emergency Department entrance, you will need to go through screening. The screener will provide a mask, and hand sanitizer before directing you to the clinic.

Exiting the COVID Care Clinic

- All patients will be directed out of the hospital through the Emergency Department Exit.
- You will not be allowed to re-enter the hospital or use other facilities within the hospital

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Time in Clinic/ Referrals for Care

- We anticipate your time in the clinic will take up to half an hour, dependent upon assessment required.
- There is no drinking or eating inside the clinic.
- If follow up care is required, you will be referred back to your family physician.

If your symptoms are worsening, you are having difficulty breathing or experiencing a medical emergency, call 911 immediately or head to the nearest Emergency Department.

We thank you for your patience and kindness as we navigate the launch of our new clinic.