

# Arriving for Appointments

Bluewater Health is gradually re-establishing services and programs at the hospital to meet the community's healthcare needs and protect the health and safety of patients and staff. Several changes have been implemented at the hospital in response to the COVID-19 pandemic to keep our patients, staff and hospital environment safe.

You will see physical changes to protect the health of patients and staff, such as how people move through and wait in the hospital to allow physical distancing, as well as increased cleaning. Staff in all areas of the hospital are wearing masks and eye protection unless they are alone in a room with the door closed or in a designated eating area, appropriately distanced. It is expected no more than four people will share an elevator.

## Entering the Hospital for Appointments

The hospital's current visitor and family policy is on our website. We are temporarily limiting visitors and family members of patients to prevent transmission of the virus. There are exceptions to allow one essential support person identified during the appointment booking. When your appointment time at Bluewater Health has been confirmed by your doctor, you will receive instructions about parking and entering the hospital. If you have been advised to enter through the main entrance or underground parking please note the following:

- Arrive 10 minutes before your scheduled appointment time. If arriving earlier, you may be asked to remain in your car or a suitable location to ensure we are able to maintain physical distancing inside the building.
- Enter the visitor parking lot or underground parking lot off Maria Street to park.
- A greeter will welcome you inside the Russell Street entrance or underground entrance.
- Hospital staff will ask you to provide appointment information.
- Screeners will ask you about any symptoms, travel, and whether you've been directed to self-isolate over the last two weeks.
- You will be given instructions about how to safely move through the hospital.
- A hospital-issued mask will be provided to you. You will be expected to use this mask to cover your nose, mouth and chin for the duration of your time in the hospital, unless your provider asks you to remove it. The hospital-issued masks meet current guidelines for masking to prevent COVID transmission.

## Registering for Your Appointment

Registration for Ambulatory Care clinics has been relocated to the central Patient Registration area. There is signage to direct you to the appropriate registration desk. After registering for your appointment, you will proceed to a waiting room until your name is called.

Please note the capacity in waiting rooms has been adjusted to allow for physical distancing, and check for signage. This may mean you will be asked to wait in another designated area until you are called or there is capacity in the waiting room for the clinic you are attending.