

Arrival for Appointments (Underground)

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 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 through the Underground Parking Garage

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. Some patient groups will enter the hospital through the entrance in the underground parking garage.

If you are instructed to enter through the underground parking garage entrance:

- Arrive 20 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 underground parking lot off Maria Street to park – at this time parking is free.
- A greeter will welcome you outside the entrance.
- Hospital staff will ask you to provide appointment information.
- Screeners will ask you about any new cough, fever, or shortness of breath, 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.
- If you have a mask, please bring it with you. If you don't, we will provide one. You will be expected to wear a mask for the duration of your time in the hospital.

Registering for Your Appointment

Follow the registration instructions you were given at the time of booking. 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.