

## **Pandemic Plan - Seeking Medical Attention during COVID – 19**

# **Any potentially life threatening/medical emergency call 911 for immediate medical attention.**

What to do when a client is not feeling well, and you are unsure if they need medical attention

Seek medical advice and direction by:

- Calling primary care provider (Doctor, Nurse Practitioner) appointment can be made, in person, by telephone or video
- Calling Good Doctor Medical Clinics (888) 930-6571 \*for phone /video appointment
- Calling the persons pharmacist (Nurse Practitioner services may be available to client)
- Calling Telehealth Ontario 1-866-797-0000 to seek medical advice

Going to Thunder Bay Regional Health Science Centre

Should a client require medical attention, call the hospital at (807)684-6000 press 0 for the switchboard and ask for be directed to the triage nurse in the Emergency Department to inform them they will be coming in and they **require** a support person.(client whom is unable to communicate their medical needs/may pose a safety risk to self or others) and identify the medical situation.

- If the client is going by ambulance – the support worker will drive their own vehicle and identify to triage they are meeting a client arriving by ambulance who requires support. Wait until directed by the Nurses to enter the ER to be with the client.
- If the client is being driven to TBRHSC, the support worker will support to check in at triage. PPE should be worn by both the support worker and client for this mode of transport as per transportation guidelines.
- Avenue II staff are to use their Essential Worker ID card, to identify themselves. This does not mean automatic entry into the hospital, however, could make things easier when accompanying a patient who needs to be here.
- Avenue II support workers will be permitted to support clients at the hospital, should there be a situation such as an unstable/critical patient they would not be allowed to accompany and would be permitted once the client is stable. As per discussion with TBRHSC.
- Support workers are to bring their own Personal Protective Equipment (PPE's, masks, gloves, shields) and any PPE the client requires.
- Support Workers must remain with the person they are supporting, in the area, designated by the staff at TBRHSC.
- If a client is admitted and requires a support worker, TBRHSC will allow support (should Avenue II staffing resources permit).
- Support workers will maintain communication with the Avenue II manager, or manager on call.