

Dear Wyndham Medical Clinic Patients,

As we entered into September, and as we see COVID cases on a rise in Ontario, we wanted to update you in regards to Wyndham Medical Clinic office protocols related to COVID.

We continue to provide the majority of care via phone call visits. We do have the ability to see patients in person, but these visits are approved by your physician first to ensure it is appropriate to come in to the office (this includes annual health exams). Often there will be a preliminary visit by phone to keep the in person visit brief to minimize your time in office.

Prior to any in person visit, you will be screened for COVID over the phone. We continue to ask that you wear a mask when coming to the office, to clean your hands with the sanitizer that is at the entrance and expect to have the temperature taken upon arrival in the office. We encourage you to call prior to drop-off, pickups or booking of appointments. We also ask that you continue to come alone (if possible) and to keep personal items at a minimum.

Due to the volume of phone calls and emails our staff are dealing with, we are no longer able to send out email reminders about the phone call visits - so please ensure you have confirmed the date and time of the appointment when you have called to book.

For any school-related COVID questions about student symptoms and/or return to school after illness, PLEASE CONTACT PUBLIC HEALTH. Each school in our district has been assigned a Public Health nurse as a school resource. NO DOCTOR'S NOTE IS NEEDED for a return to school. There are also excellent resources on the local Public Health website around COVID self-assessment and resources related to workplaces and schools / daycares.

Be reminded that the COVID Assessment centre has moved to 400 Southgate Drive and hours of operation are Mon - Fri 8 AM to 8 PM, Sat / Sun 9 AM to 4 PM. This is currently the only location, other than the hospital, where a COVID swab can be completed. Was announced that 60 pharmacies in Ontario are doing the COVID test for restricted population but there is none in Guelph. We are expecting, in the near future, to be able to do the COVID test in our office, also for restricted patients.

And lastly, we have confirmed by Public Health the distribution of flu vaccine for the week of October 5, 2020, starting with long term care homes, retirement homes and hospitals, follow by primary care providers. We hope to start flu shots in our Clinic on October 9, 2020 by appointment only. We'll have both, the high concentrate and regular flu vaccine. Pharmacies will be provided with high concentrated flu vaccine to offer to seniors over 65 years of age. As a result, we'll be receiving LESS of that vaccine. Those who wish to have the high concentrate flu vaccine should book directly with a big pharmacy chain. Please let us know that you had the flu shot at the pharmacy via phone or email(info@wyndhammedical.com).

We thank you for your patience as we continue to navigate the ongoing COVID pandemic.

Yours sincerely,
Wyndham Family Physicians and Staff