Reminders for Patients of the Six Nations Family Health Team within the Recent Surge of COVID-19 Cases in the Community

Ohsweken, ON – October 15, 2020: Due to the recent surge of cases in the community during this second wave of COVID-19 and in order to continue to provide primary care to our patients, our operations will further be limited for those able to enter the clinic. Our patients who require an appointment are still able to contact our clinic, but the decision regarding if the patient is seen in-person will be made at the discretion of the clinician onsite. We are asking for your cooperation in this process, for the safety of all of our patients and staff.

In order to keep the clinic operational during this surge of cases, we are asking that all of our patients abide by the screening protocols we have put in place. They are the following:

1. You will be screened by our Medical Receptionists when you call to make an appointment.
2. You will be screened again when our Medical Receptionists call to remind you about your appointment on the morning of your appointment.
3. You will be screened a third time when you arrive at the clinic, before you are able to enter the clinic.

If you have COVID-19 symptoms, were recently tested, or have been directed to be in self-isolation by Public Health or an Assessment Centre, you will be unable to enter the clinic. However, we can still provide an appointment for you over the phone with your physician or our nurse practitioner. We are also staggering our appointments to allow enough time for our staff to thoroughly clean the clinical rooms between appointments and to ensure there is limited crossover between those patients that can only be seen in the clinic.

If you do have any COVID-19 related symptoms, you do not need to be afraid to share this information with us. We simply ask that this is shared before you arrive, so we can help you more effectively. We will do all we can to ensure you receive the proper care you require. We can assist you, alongside of the Ohsweken Public Health Office, in ensuring you remain safe while self-isolating at home. When an individual who has COVID-19 symptoms or has been tested for COVID-19 arrives onsite, without telling us ahead of time, we then require the clinic to be temporarily closed and aeroclaved by our local paramedics. We need everyone to be honest with us, so that we can continue to provide care to all of our patients and keep the clinic open.

Help us keep everyone safe! Patients will be given further direction by our Medical Receptionists or Physicians if they have been approved to have an appointment in the clinic. We are asking all of our patients to wear a mask upon arrival and throughout the duration of their appointment, unless directed to remove it by the clinician. If you have a homemade mask, please put one on before entering the clinic. If you do not have one, please let our staff know and you will be provided with a mask when you
enter. The number of masks in the clinic are very limited, so please obtain a homemade mask if you are able to. In addition, patients are required to enter the clinic through the back door of the clinic (i.e. on the Iroquois Lodge side of the White Pines Wellness Centre). The FHT waiting room in the White Pines Wellness Center lobby is no longer being used during the pandemic, so please do not sit there if you are waiting for an appointment. Your scheduled time is specifically chosen by our staff, so that your appointment does not overlap with too many other patients. Please call the clinic (519-445-4019) when you arrive for your appointment, so our staff can let you in at the back door of the clinic.

Finally, our clinic remains open Monday to Friday, 9:00AM – 4:30PM. All of our staff continue to work with the team, but a limited number of staff are onsite. This is in order to ensure that the clinic itself remains a highly-controlled and sanitized space.

We thank you for your patience at this time. We will continue to provide you with optimal care throughout this pandemic and we will get through this together. We will provide further updates as we are able to.

To contact our clinic, please call: 519-445-4019 (Monday to Friday, 9:00AM-4:30PM).

Please contact the COVID-19 Information and Assessment Centre at 1-855-977-7737 or 226-446-9909
Or the Ohsweken Public Health Office at 519-445-2672 if you are experiencing any new symptoms
And are wondering what to do next.

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