

# **Brampton Drive-Thru COVID-19 Assessment Centre**

## **Frequently Asked Questions**

June 10, 2020

### **About Osler's COVID-19 Drive-Thru Brampton Assessment Centre**

#### **What is a COVID-19 Assessment Centre?**

Osler's COVID-19 Assessment Centres are one of many Assessment Centres opened by hospitals across the province as a way to proactively identify individuals with COVID-19.

Osler opened its first Assessment Centre at Peel Memorial on March 11. A second Centre launched at Etobicoke General on March 27 for Osler staff, physicians and volunteers to help ensure the health and safety of the hospital's workforce, and an off-site drive-thru model to support our Etobicoke community on March 30.

#### **Why is Osler moving its Peel Memorial Assessment Centre?**

On May 29, Ontario released the next phase of the province's COVID-19 testing plan, [Protecting Ontarians Through Enhanced Testing](#), which includes expanding Assessment Centre testing to now include asymptomatic individuals concerned about exposure and continued routine symptomatic testing.

To help accommodate this expanded testing and stop the spread of COVID-19, Osler and in partnership with the City of Brampton, will be moving the Peel Memorial Assessment Centre to an offsite, drive-thru model at South Fletcher's Sportsplex to create more access to testing and further serve of our Brampton community.

#### **Is the Peel Memorial Assessment Centre closing?**

Yes. To operate and staff the drive-thru Assessment Centre, the Peel Memorial Assessment Centre staff and operation will move to the new location and the Peel Memorial location will close the night before opening.

A print and digital campaign will help inform Brampton and area residents of the location change. Security staff and ample signage will also be available on site at Peel Memorial to help redirect any patients to the Brampton Centre.

#### **Where will the Brampton Assessment Centre be located?**

The Brampton Assessment Centre will be located off-site in the north parking lot of South Fletcher's Sportsplex, just 10 minutes from Peel Memorial, at McLaughlin Road and Ray Lawson Blvd with the entrance off of Sheridan College Drive. See attached map.

#### **What hours will the Brampton Assessment Centre be open?**

The Brampton Assessment Centre will be open daily, 7 days a week, from 8 a.m. - 8 p.m. (with the exception of opening day where the hours will be 10 a.m. – 8 p.m.) starting June 16.

#### **How does the drive-thru at the Brampton Assessment Centre work?**

Patients will remain in their vehicle for the duration of their screening and assessment. Patients will be directed to drive toward the testing area where a nasal swab will be taken. The Assessment Centre includes plenty of signage and staff are available to direct patients.

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Patients who are tested will be advised to remain in self-isolation while awaiting their test results to help ensure everyone's safety. They will receive a "how to self-isolate" handout upon leaving.

### **Why is the Brampton Assessment Centre a drive-thru?**

An outdoor, drive-thru approach to COVID-19 assessment allows for safe, confidential and more convenient and expanded access for patients who need to be tested. Patients do not need to leave their cars to be assessed and tested. A drive-thru approach also helps to further protect the health and safety of hospital staff working at the Centre.

### **How will traffic flow be supported at the drive-thru Brampton Assessment Centre?**

Security will be onsite to help regulate the flow of cars and minimize any traffic congestion.

### **Will the Brampton Assessment Centre accept "drive-ins", "walk-ins" or patients without a referral?**

Yes.

### **Will the Brampton Assessment Centre accept patients without a health card or who are uninsured?**

Yes. The Ministry of Health announced Ontario is waiving the three-month waiting period for OHIP coverage to ensure that anyone in need of care can receive it. The province will also cover the cost of COVID-19 services for uninsured people who do not meet the criteria for OHIP coverage.

### **Will a family member or friend be allowed to accompany patients to the Brampton Assessment Centre?**

Since patients remain in their vehicle for the duration of their assessment, visitors are permitted to remain with them inside the vehicle. Just a reminder, to help reduce the spread of COVID-19, visitors should wear a mask and practice physical distancing, which may not be achievable in a car.

### **How can patients find out their test results?**

There are a number of ways to receive your COVID-19 test results. Select the option that works best for you.

#### **Online**

- [Ontario's COVID-19 Test Results Website](#)
- [MyChart – Osler's Patient Portal](#)

If you have an existing MyChart account or have recently signed-up for one by providing an Osler registration clerk with your email address, your results will be added to your account. Click on "Clinical Record" under the main menu, then click on "Clinical Notes."

#### **By phone**

- **Osler's Health Information Department**  
Email: [roi@williamoslerhs.ca](mailto:roi@williamoslerhs.ca)  
Phone 905 494-2120 ext. 58864

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Please be advised that you will be required to email or fax two (2) scanned and witnessed copies of identification (one piece of ID must have a photo) or sign [Osler's release](#) form prior to receiving your results.

- **Public Health** will notify you by phone, only if your results are positive.
- **Your Family Doctor** will receive your results. Please contact your family doctor via phone.

### **Supporting a healthy and safe care environment**

#### **Will patients have to wear a mask if they visit the Brampton Assessment Centre?**

The safety of all patients, families, staff and physicians remains a top priority at Osler, not just in response to COVID-19, but at all times. For patients visiting the Brampton Assessment Centre in their car, given they remain in their car for the duration of their assessment, they will not need to be provided a mask. For any patients without a car walking into the assessment centre, they will be provided with a mask.

#### **Is it safe to have a COVID-19 Assessment Centre outside of a hospital setting?**

Yes. The Assessment Centre does not pose a risk of COVID-19 exposure to residents in the surrounding area. COVID-19 is not an airborne disease and evidence shows that it is transmitted via droplets during close, unprotected contact with another person (e.g. when someone sneezes or coughs).

This COVID-19 Assessment Centre meets all Ministry of Health standards and protocols and is of critical importance to helping prevent and minimize the risk for community spread of the disease through early detection and appropriate care plans.

#### **Where can patients get more information about COVID-19 and Osler's COVID-19 Assessment Centres?**

Please visit Osler's website at [www.williamoslerhs.ca](http://www.williamoslerhs.ca).