

COVID-19 Information - Letter

MARCH 30, 2020, 8:00AM

Dear residents of the Omineca Region,

In the past several months we have all seen the illness known as COVID-19 evolve into a global pandemic. Canadians across the country have been implored by our public health experts to take significant measures to reduce the spread of this infection.

News reports from around the world show how severely impacted many countries have been by this viral illness. Under these circumstances, it is natural to feel anxious about what the future holds for our community served by St. John Hospital and the Omineca Medical Clinic.

I want to take this opportunity to reassure you that the physicians, nurses and staff of St John Hospital have been working diligently to prepare for the inevitable arrival of COVID-19 cases in our community. We are working closely with our local medical staff, Northern Health leadership and community partners to protect the vulnerable in our community, slow the spread of the virus and provide medical care to those in need.

Significant changes have been implemented to both the facilities and processes at St. John Hospital, Stuart Nechako Manor and Omineca Medical Clinic. This might mean that things will look a bit different at our facilities should you present for care.

I would strongly encourage anyone requiring medical attention to phone the Omineca Medical Clinic during business hours (8am to 5pm) Monday to Friday at 250-567-2201 or visit our website at www.ominecamedicalclinic.com. Physicians are mostly choosing to do telephone/telehealth appointments to reduce the spread of COVID-19 in our community. Should you require emergency medical care, St. John Hospital ER is open. A nurse will provide screening for COVID-19 to determine where in the ER is most suitable for you to receive care. Should you have questions or concerns about whether you have contracted COVID-19, Northern Health has a Clinic and Information Line at 1-844-645-7811. A nurse can help you determine the best course of action in your specific situation.

This is a rapidly evolving situation in our community, province, country and indeed our world. As such, our preparations are also evolving and changing. However, we feel confident that as a medical team we are taking as many steps as we can to be ready to meet the medical needs of our community. Please help us in these efforts by observing the recommendations of our Provincial Health Officer Dr. Bonnie Henry. We go to work for you. Stay home for us.

Yours sincerely,

Dr. Rebecca Janssen, Chief of Staff
St. John Hospital

COVID-19 Screening Guidelines

Below are the steps to take if you are currently experiencing symptoms of a respiratory illness such as:

- a new or worsening cough
- a fever
- or difficulty breathing

STEP 1) Call the Northern Health COVID-19 Hotline for screening at 1-844-645-7811.

STEP 2) If the Hotline staff recommend that you need testing, your requisition form will be sent directly to St. John Hospital. The Hotline staff will also instruct you on how your results will be available after testing.

STEP 3) Staff from St. John Hospital will call you to set-up a time for your swab and explain the process to get your swab.

STEP 4) Follow the directions provided by the St. John Hospital staff and get tested at your scheduled time/location.

If you need to see your doctor at the Clinic:

Call 250-567-2201

You will be given an appropriate type of appointment (virtual, phone or in-person).

If you need Urgent Care:

Go to St. John Hospital - main entrance. You will be screened there by a nurse, and then directed where to go within the hospital for medical care.