

COVID-19 Information - Letter

APRIL 6, 2020, 9:00AM

Dear Residents of the Omineca Region,

This is the second of what will now be a weekly update on behalf of the physicians of Vanderhoof.

First off, we would like to extend our deepest thanks for the fantastic show of support at 7pm on Friday night! It was a great boost for our front-line workers from our amazing community.

I wanted to share some specifics with you about accessing care at Omineca Medical Clinic and St. John Hospital. Lab and X rays will now be done for urgent and emergent situations only. If your physician feels that you need urgent lab or X-ray, a requisition will be faxed to St. John Hospital by clinic staff. The lab/X-ray department will then call you for an appointment. This is being done to minimize traffic through the hospital and to maintain social distancing.

Despite the changes at the clinic and hospital, we do want to be very clear to the community that your medical care is still very important and necessary. Physicians are trying to reach patients by telephone first. However, if you need to be seen in person at Omineca Medical Clinic, your physician and the front desk staff will arrange an in-person appointment. We recognize that not all medical problems can be dealt with over the phone.

The St. John Hospital Emergency Room is open. If you have an urgent or emergent medical problem, please don't delay coming to the ER. Examples of such problems might include (but are not limited to): fractures, chest pain, shortness of breath, severe abdominal pain, cuts that need stitches, sick babies/children that seem dehydrated, etc.

We are continuing to prepare for COVID 19 in our region. Thankfully at this time things in our clinic/hospital are going well and are under control. However, I think that it is critically important that we continue to maintain social distancing, good hand hygiene and quarantining if ill. This is not the time for complacency!

Now, as always, I feel extremely lucky to live in this wonderful community. Stay strong and we will get through this difficult situation together.

Sincere regards,

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.