

# **NOTICE**

## REGENT STREET AFTERHOURS CLINIC

### COVID-19 NOTICE:

#### TEMPORARY PROCEDURE CHANGE

As of **Thursday, March 19th 2020, the Regent Street Afterhours Clinic** will change the way our patients are assessed and treated until further notice. In the interest of protecting our patients and staff, we will be providing services by a telephone screening.

It is anticipated that many of our patient's needs can be met this way however with the reality that not every patient can be dealt with in this manner, patients may be asked to present themselves to the Clinic if need be. We will be asking patients to call the Clinic **(458-0230) beginning each Monday-Friday 2:00 pm - 5:00 pm and Weekends 9:00 am – 12:00 pm to request a phone consultation with the physician.** Please be aware that the physician will call the patients back in the order of the requests that the Clinic receives them.

The physician will be able to renew medications, diagnose new conditions and order new medications, request x-rays and blood tests, provide test results, make consultations to other healthcare providers, write sick notes etc. This will be a temporary solution to the difficult problem of exposure due to overcrowding.

The basic process will be to call **458-0230 and leave a message including your name, date of birth, Medicare number, reason for your call and call back number.** A physician will return your call Monday to Friday between 5:30 pm - 9:00 pm and on weekends they will return your call 12:30 pm – 4:00 pm. Please be sure to have all of your medications in front of you.

Please be patient as we are all in this together.