

Frequently Asked Questions: Preparing for Your Appointment During COVID-19

My appointment was postponed due to COVID-19. Will it be rescheduled?

We are taking a phased approach to rescheduling postponed routine appointments and gradually increasing service as capacity allows. Appointments will be rescheduled in a way that allows for physical distancing in all waiting areas.

How will you decide which appointments to reschedule?

All routine appointments will be rescheduled based on the order in which they were postponed and clinical information. Urgent exams that need to be done immediately continue to be scheduled before routine exams.

How will I know if my appointment has been rescheduled?

Depending on the date of your rescheduled appointment, we will notify you by phone or mail.

Do I need to be tested for COVID-19 before my appointment?

No. When you arrive for your appointment, you will be screened for symptoms at the site entrance and again when you reach the department where your test will take place.

If you are experiencing these [cold or flu-like symptoms](#), please call the site where your exam is scheduled to let us know. This will help us determine how to best prepare for your appointment.

Do I need to wear a mask to my appointment?

Under public health orders, you are now required to wear a non-medical (cloth) mask to your appointment. Please put your mask on before you enter the site where you have your appointment.

I am having an obstetrical ultrasound. Can I bring a companion with me to the appointment?

At this time, companions cannot come with you to the appointment as we must continue to provide enough space in our waiting rooms and departments to allow for appropriate physical distancing.

Are there exceptions for bringing someone with me to my appointment?

If you require assistance attending your appointment due to mobility, special needs, or other issues directly related to your care, an exception may be made to allow **one** person to accompany you to your appointment, including obstetrical ultrasound appointments.

Note that your companion will need to wear a non-medical (cloth) mask. Your companion will need to put their mask on before they enter the site at which you have your appointment.

What if I do not want to attend my appointment right now due to concerns about COVID-19?

If you do not feel comfortable attending your appointment, you must contact the health care provider who referred you. Your health care provider is in the best position to discuss your situation with you. If after your conversation you decide not to attend your appointment, please call the site where your exam has been scheduled to cancel the appointment.