

Access to Care During COVID-19

Purpose

In order to comply with B.C.'s health officials' recommendations of social distancing and slowing the spread of COVID-19, Chilliwack Division of Family Practice and Fraser Health have implemented the following strategies regarding access to care.

Primary Care – Phone Your Family Physician First!!

Family Physician Offices – Physicians' offices are **OPEN** and accepting appointments for primary care needs. Most of the care is being offered via phone or virtual platforms, but there is still access to in-person appointments (just maybe not at the normal place you go!). Please call your family physicians' or nurse practitioners' office if you need care or support.

Walk-in Clinics – For those who do not have a family physician or nurse practitioner, **you can access a walk-in clinic**. At this time, these clinics are not operating as typical walk-in clinics and require a booked appointment. To do so, please visit <https://medimap.ca/Location/Chilliwack> and call the clinic in advance to schedule your appointment.

ALL of our family physician offices and local walk-ins have virtual options to access care. **CHOOSE LOCAL**, call your family physician first, they know you best!

Chilliwack General Hospital and Fraser Canyon Hospital

Fraser Health has implemented new guidelines regarding visitor access to Chilliwack General Hospital and Fraser Canyon Hospital. These include:

- Only **ESSENTIAL Visitors** are allowed to enter the Hospital sites once screened at the access point.
 - In special cases, one designated Visitor will be granted access upon confirmation from the inpatient unit for essential visits only including: visits for compassionate care (e.g., end of life and critical illness); visits considered paramount to patient/client care and wellbeing, such as assistance with feeding or mobility. This is being assessed on a case-by-case basis.
- Visitors are encouraged to use the email youvegotmail.CGH@fraserhealth.ca to send a message to their loved one in the hospital.
- Any visitors with running, sniffing nose, cough and/or fever are asked to **not enter** the facility.
- In the Emergency Department and the Outpatient Care Clinics, **only one companion is allowed and only if deemed necessary** for the patients support.

Long-Term Care and Assisted Living Facilities

Due to the fact that residents of both **long-term care** and **assisted living** facilities are individuals with an increased risk of developing severe illness upon becoming infected with COVID-19, Fraser Health has restricted visitor access until further notice. In special cases, this access will be granted for essential visits only including: visits for compassionate care (e.g., end of life). Other communication processes have been set up for families to stay connected such as FaceTime, and can be arranged when contacting the facilities directly.