



MEDIA RELEASE

For Immediate Release:

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COVID-19 Assessment Centre expands services to ease Emergency Department pressures

(London, Ontario) – The COVID-19 Assessment Centre at London Health Sciences Centre (LHSC), in collaboration with the Middlesex London Ontario Health Team, has expanded services and transitioned to the ‘COVID, Cold and Flu Care Clinic’ (CCFCC) as of today, December 9, 2022, to ease Emergency Department (ED) pressures and provide alternative accessible care for the community.

The CCFCC has expanded to include assessment, testing and treatment for patients with symptoms of COVID, cold and flu, including:

- Fever or chills
- Cough (not related to other causes such as allergies)
- Difficulty breathing
- Muscle aches or joint pain
- Decreased or loss of taste or smell
- Gastrointestinal symptoms (such as vomiting or diarrhea)
- Runny nose or nasal congestion
- Abdominal pain (not related to other causes)
- Headache
- Extreme tiredness
- Sore throat
- Pink eye (not related to other causes)

Consider making an appointment with the CCFCC if:

- You do not have a primary care provider
- Your symptoms are getting worse and are not improving, and you feel you need medical care
- You have been told by a health professional to go to the CCFCC
- You are at high risk of getting very sick from COVID-19 and you qualify for testing and treatment

The services provided at the clinic are available to adults only at this time and include; COVID-19 assessment and PCR testing; cold and flu assessment; and medical guidance by a health care team which could include triaging or next steps to patient care, including treatment. This clinic will expand to serve paediatric patients in the near future and we will share details when they become available.

“We are well equipped to expand the services offered at the assessment centre and help relieve some of the pressures currently in our adult EDs,” said Deborah Wiseman, President of Victoria Hospital. “We welcome the government’s approach to expanding services at all assessment centres across the province in an effort to support London area families this season, and alleviate the pressures felt by our ED teams.”

When possible, your primary care provider (family doctor or nurse practitioner) should be the first option when seeking medical care. If you are connecting with your primary care provider by phone or video, they may recommend you visit the COVID, Cold and Flu Care Clinic (CCFCC) for testing, assessment, and/or treatment.

Anyone experiencing a medical emergency, should go to the nearest ED or call 911.

Located at Victoria Hospital, 800 Commissioners Rd, E, in Building 24 the clinic is open seven days a week, 9:20 a.m. to 6:30 p.m., and appointments must be made in advance [online](#) or by calling 519-685-8500 ext. 75503.

More information about the CCFCC is available online.

About London Health Sciences Centre

With roots going back a century and a half, London Health Sciences Centre (LHSC), is an award-winning, research-intensive acute tertiary and quaternary teaching hospital, one of only 14 such hospitals in Ontario. LHSC is also home to Children’s Hospital, one

of just four acute tertiary care paediatric hospitals in the province. Our unique place in the health system positions us well to inform and advise on provincial, national and international health policy. We are the cornerstone of care for many specialized programs and services in Western Ontario. And, as a major provider of emergency care and through our community hospital mission, we also care for the more than 400,000 people who call London home as well as many in surrounding communities. With Ontario's health system continuing its transformation, LHSC has an opportunity to inform it and to place itself at the locus of the regionalized health system by virtue of its size, specialized capabilities, research and education capacity and its current regional footprint. LHSC's formal relationship and strong bond with Western University provide a mechanism for collaboration to enable the delivery of high-quality care through a process of continuous learning and research. At its core, the affiliation is a reciprocal relationship that leverages the learning, teaching and care environments of both Western University and LHSC. LHSC is a 15,000 person strong team of physicians, staff and volunteers – collaborators, innovators and pioneers, meeting the care needs of those we serve and charting a course for the future.

About Middlesex London Ontario Health Team

The Middlesex London Ontario Health Team (MLOHT) is a dedicated team of local health care providers and community members who are working together to better connect health care and supports across our community. As one of 54 Ontario Health Teams (OHTs) across the province, the MLOHT works with local patients/clients, care partners, and care providers and over 100 organizations to understand the current local health care system and identify opportunities to improve care with a goal of delivering a full and coordinated continuum of care.

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