

Information for Patients and Families on Care During COVID-19 Response

The COVID-19 situation is rapidly evolving, and LHSC continues to adapt to meet the clinical needs of our community during this pandemic. Through this, we remain committed to providing high quality care and protecting the health and safety of patients, families, staff, physicians and the community. Given this, LHSC has decided to cohort COVID-19 patients and create patient care spaces in non-traditional locations. It is important that you understand what this means for your care or your loved ones' care should this be necessary.

Patient Cohorting

Cohorting patients is a routine and effective practice to manage infectious disease for the safety of patients, families, and staff. Patients who are COVID-19 positive will be placed in the same rooms, units, and floors. This is to limit the number of staff who have contact with confirmed positive cases and reduce the personal protective equipment required to maintain a safe environment. Patients may be moved to a different room or unit on short notice as circumstances change. This includes transfer to other sites/hospitals. We will always communicate any changes about your loved one's location as soon as possible.

Care in Non-Traditional Locations

LHSC is closely monitoring community spread of the virus. LHSC is currently planning for a higher number of patients to present to hospital. This may require providing care in places that are normally reserved for day/outpatient procedures or at other sites. LHSC has also had to plan for a high volume of patients who require ventilation (breathing machines). This may mean providing care to patients with this level of support outside of the Critical Care or Intensive Care Units and in parts of the hospital where its typically not provided.

Managing Uncertainty

These are challenging times. We will continue to make decisions based on the rapidly changing situation. We may need to implement other changes to the way we provide care in order to maintain a safe environment for patients and staff. We will keep you up to date on changes as they are happening. We appreciate your patience and understanding as we work to provide your loved one with the safest possible care. We are all in this together.

Concerns/Questions

If your loved one is in hospital and you have concerns or questions about these changes, you can contact the COVID-19 Family Information Support Centre at 519-685-8230.