



Interdisciplinary healthcare for homebound seniors

March 15, 2020

Dear Patient and/or caregiver,

As you may know, we are currently working hard as a country to manage the ongoing COVID-19 pandemic. There have been significant changes in the advice being given by the Chief Medical Officer of Health, Dr. David Williams, over the last few days, which is prompting us to make some temporary changes to how we schedule our visits.

We are doing this to protect our patients from the risk of infection. We do not want to unintentionally bring a virus into your homes. We take this very seriously. We also need to protect our team members from the risk of infection. Asking our team members to leave their homes and do non-urgent visits puts them, their families, and you at risk. We want to make sure we are asking people to take risks for the right reasons, and that we avoid spread through our community.

Our temporary visit policy will be as follows:

1. **Routine Follow-up Visits:** These will all be switched to **telephone visits** where possible, or **suspended** until further notice. A member of the team will reach out to you regarding telephone visits in the coming days.
2. **Urgent Visits:** As always, we will work hard to provide urgent advice to our patients. We will first work to solve any issues over the telephone. If an in-person visit is required, you will be asked some questions to determine if there is any infection risk to our team members.
3. **New patients (initial or preliminary visits):** We will suspend any new patient visits or referrals unless deemed urgent after team review.

As always, requests for prescription renewals can be faxed to our office by your pharmacy (416-481-2590) and we will refill as soon as possible. We still recommend giving us about a week's notice for refill requests, as is standard.

We hope, along with everyone else, that all of this is a very temporary disruption to our usual processes. Our goal, as always, is to make sure that our team is able to provide the best possible care. We are taking these steps to ensure we can continue to do so given the unusual circumstances we find ourselves in.

Thank you for your understanding.

Sincerely,

The House Calls team