

## Accessing Medical Services

The way we access medical services is changing regularly to keep everyone safe from COVID-19. These are the most up-to-date changes:

### All Medical Services

- Front-line health care workers are now screening all patients before they enter a clinic or hospital.

### Walk-in Clinics

- If you are feeling unwell and have symptoms such as fever, cough, sore throat, or difficulty breathing, **do not go to a walk-in clinic.**
- If you have these symptoms, **call 811** Nova Scotia, and do not leave your home. 811 is very busy right now, so be patient and keep calling if you need to. See <https://811.novascotia.ca/> for more information.
- If you are feeling unwell and do not have symptoms of fever, cough, sore throat, or difficulty breathing, head to your nearest walk-in clinic as usual **but be careful.** Wash or sanitize your hands after touching frequently used surfaces, and try to stay at least 6 feet (2 metres) away from other people,
- Once you have registered for your appointment, wait for your appointment outside.

### Hospital Appointments

- All non-emergency appointments are cancelled. If your appointment is proceeding, the hospital will contact you.
- Dialysis, chemotherapy, and radiation treatments, as well as mental health and addictions appointments will continue.
- All non-emergency diagnostic imaging appointments will be rescheduled, and walk-in x-ray services are closed.
- All non-emergency surgeries are postponed. Cancer and other emergency procedures will continue.
- As much as possible, Nova Scotia Health Authority (NSHA) is contacting patients and clients directly to let them know about cancellations.
- **If you are experiencing a medical emergency, call 911 or visit the nearest emergency department.**
- **If you are experiencing a mental health crisis, call the Mental Health Crisis Line at 1-888-429-8167.** This line is open all day and night, seven days a week.

### Blood Collection Services

- Outpatient blood collection services are reduced: locations and hours of operation are limited.
- All walk-in services are discontinued and some are closed completely.
- Walk in service is discontinued at the Bayers Road Centre for blood collection. For urgent and essential bloodwork, call 902-473-2074 or 1-833-942-2298 to book an appointment.
- As much as possible, Nova Scotia Health Authority (NSHA) is contacting patients and clients directly to let them know about cancellations.

## Dentists

- All non-emergency appointments and services are cancelled at all dental offices.
- If you are experiencing an urgent dental emergency (urgent means severe pain, swelling or bleeding) please call a dental office. Dentists will assess any urgent case over the phone and decide what is best. There will be three options:
  1. Prescribe medication (pain killer or antibiotic or both) and send prescription to your pharmacy
  2. Refer to the Victoria General Hospital or the IWK Health Centre depending on the client's age
  3. Refer to the Dalhousie Faculty of Dentistry emergency clinic if you are already registered with them
- If you are a **government assisted refugee (GAR)** experiencing an urgent dental emergency (pain, swelling, bleeding) please call:
  - Dr. Sura Hadad at 902-457-5450 (278 Clayton Park Drive)
  - Dr. Wasan Al-Saadi at 902-453-9999 (138 Bedford Hwy)
  - Clayton Park Plaza Dental at 902-443-8664 (70 Lacewood Drive)
- You will need to leave a message with your name and phone number, and the dental office will call you back.
- If you need help to call a dental office, please call Sylvia Roman at 902-406-4422, or email her at [sroman@isans.ca](mailto:sroman@isans.ca).

## Optometry Services

- All services are temporarily closed and there will be no new appointments until further notice.
- If you need help, please contact your optometry clinic and leave a voicemail – some clinics can deliver glasses or contact lenses.
- If you need urgent eye care, please contact your family doctor.

## Transportation

- **If you are feeling unwell, do not use any public transportation** until your health has returned to normal.
- **Halifax Transit** is implementing a 30% service reduction on weekdays as of March 23<sup>rd</sup>. Please check the schedule.
- If you need to use public transit, please follow the latest Metro Transit rules:
  - Only seated passengers are allowed on busses. If seats are filled before you get on, wait for the next bus.
  - Only use rear doors on busses to enter and exit
  - Only passengers who need a ramp can use the front door
  - Only 50 passengers at a time are allowed on the ferry. Ferry services are on the usual schedule.
- Public transit is free at this time, but only use transit if you have to.
- **Access-A-Bus** service is running for essential services only, by appointment only.
- **Taxi** services are running; however, potential customers need to answer screening questions.