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Access to RVH services

RVH staff and physicians have been working very diligently over the past two months to care for patients and provide services in safe, new ways.

- **Addiction Treatment Services** is providing telephone and video conferencing with clients experiencing problems with alcohol, drugs or gambling. The smoking cessation program has continued to operate with safe practices in place to provide nicotine replacement therapies to clients. New clients are welcome to register at this time at 613 432-9855 or 1-800-265-0197 for ATS services.
- **Regional Assault Program** continues to offer acute services for victims of sexual assault, domestic violence, child physical and sexual abuse and elder abuse at Renfrew County emergency departments with urgent follow-up care as needed and phone support. Sexual violence counselling services are offered by phone or via internet. Referrals are still accepted for the community elder abuse program with limited face-to-face visits for urgent issues and support by phone. Individuals can access a nurse in the program by phone 24/7 at 1-800-363-7222.
- **Geriatric Emergency Management (GEM) Nurse** continues to provide expert assessment and treatment for frail seniors in the ED
- **Medical Imaging** (ultrasound, x-ray, ECG, CT, etc.) has continued with all test requests phoned/faxed in and scheduled according to urgency. There are no walk-ins.
- **Speech & Language Therapy** is reaching out to families to offer phone, email, and virtual (Zoom) appointments depending on family preference and child's need.

With virtual appointments using Zoom:

- Able to provide initial assessments for children under 30 months.
- Preparing to offer reviews and assessments for children who are going into SK.

- Offering individual intervention, parent training, and home programming to children/families already on the caseload
- Accepting referrals for videofluoroscopic swallow study (done in Medical Imaging) appointments in urgent cases.
- **Meals on Wheels** program continues to deliver hot, nourishing meals to seniors.
- **Foot Care Services** and **Sleep Apnea Study Laboratory** are not available at this time.

As the province begins to ease restrictions and slowly 'open up for business' again, hospitals have been tasked with developing plans to ramp up services. At RVH:

- **The Surgical Department** is working out a plan, which must be approved at the regional level, to gradually resume elective surgeries and procedures.
- **Specialist outpatient/ambulatory care clinics** are drafting a plan to begin seeing patients in the hospital for urgent and emergent cases, with time between patients to allow rooms/equipment to be cleaned and patients to go directly to appointment rooms without congregating in a waiting room.
- **Sleep Products** store will book appointments for urgent cases. No walk-ins will be allowed, however phone orders/mail out and curbside pick-up are offered for equipment.

In all instances, screening will take place for patients/clients before entering the hospital or accessing any services, and all patients will be required to wear a mask (even if they pass screening). Cloth masks are appropriate if patients chose to wear their own.

"As our services begin to ramp up, it remains even more important to continue practising all of the recommended precautions—physical distancing, hand hygiene, cough etiquette, and not touching your eyes, mouth, or nose," reminds Julia Boudreau, RVH Senior Vice President.