

COVID-19 (Novel Coronavirus)

Update: COVID-19 Hotline, New Case Definition & Additional Advice

March 19, 2020 at 12:00 pm

An Update from Dr. Joyce Lock, Medical Officer of Health, Southwestern Public Health
Please share with staff

New COVID-19 Case Definition

- The Ministry has updated its case definition for COVID-19. It can be viewed in full at: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx
- Check this website regularly for Case Definition and Guidance document updates

Provincial Transfer Authorization Centre Update

- A memo from the Ministry on March 18 instructs hospitals to obtain an interfacility transfer authorization through PTAC for all transfers, including emergency transfers.

Healthcare Provider Hotline & Email

- The Ministry has a 24/7 hotline dedicated for healthcare providers to use when they have questions or concerns. **Call 1-866-212-2272.**
- Healthcare providers can also email eocoperations.moh@ontario.ca during regular business hours to reach the Ministry's Emergency Operations Centre.
- **DO NOT provide these contact details to your patients.**

Medical-Legal Concerns During COVID

- The CMPA is providing updated advice and support related to medical-legal protection during the COVID-19 pandemic.
Reference: <https://www.cmpa-acpm.ca/en/covid19>

COVID Information Update for Primary Care Providers Teleconference Reminder

- Your turn to ask questions and share concerns with Dr. Joyce Lock
- Thursday, March 19, 2020 at 5 to 6 PM
- 1-866-518-0785 653117#

What you should do:

- Use the 24/7 Ministry hotline for all healthcare provider questions
- Attend the teleconference for additional updates