

COVID-19 (Novel Coronavirus)

Update: COVID-19 Support Contacts and BASE e-Consult Specialty Group

March 20, 2020 at 9:30 am

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

Healthcare Providers: Who to Contact for Advice

- **1-800-922-0096 ext. 9** for Southwestern Public Health; **after hours**, ask the on-call team to contact Dr. Joyce Lock if the call centre cannot answer your question directly.
- **1-866-212-2272** for the Ministry's 24/7 hotline for healthcare.
- Email **ecoperations.moh@ontario.ca** during regular business hours to reach the Ministry's Emergency Operations Centre.
- **DO NOT provide these contact details to your patients.**

BASE E-Consult Specialty Group

- Accessed through the BASE managed specialty option and listed under Infectious Disease and Public Health – online training: <https://youtu.be/-zglxVrLiYQ>
- A group of Infectious Disease specialists can answer patient-specific and general questions about COVID-19.
- For non-patient questions, enter patient information as follows:
 - First Name: COVID19
 - Last Name: COVID19
 - Date of Birth: 1900-01-01
 - Select "OHIP number not available"

What you should do:

- Use one of the multiple contact methods to obtain COVID-19 advice
- Ask the on-call team to call Dr. Joyce Lock after hours if your question cannot be answered through the resources above or by Public Health staff