



PUBLIC SERVICE ANNOUNCEMENT

Eastern Health Provides Update on Resumption of Services

March 15, 2021 – St. John's, NL: Eastern Health is advising the public that we are beginning to increase service levels that were slowed or suspended due to the most recent community outbreak of COVID-19. We are working diligently to increase services while respecting public health orders issued by the provincial Medical Officer of Health.

As we move through the alert levels, services will increase accordingly. At this time, the Avalon Peninsula is in Alert Level 4 while the Burin and Bonavista Peninsulas are in Alert Level 3. Services will be opening to varying levels depending on where a site is located.

In addition to the urgent and emergent services provided under Alert Level 5, Eastern Health is expanding outpatient visits, testing, surgery and procedures. Patients are advised that they will be contacted by Eastern Health regarding their appointments/procedures and should only proceed to Eastern Health appointments/procedures that have been confirmed by phone or appointment letter.

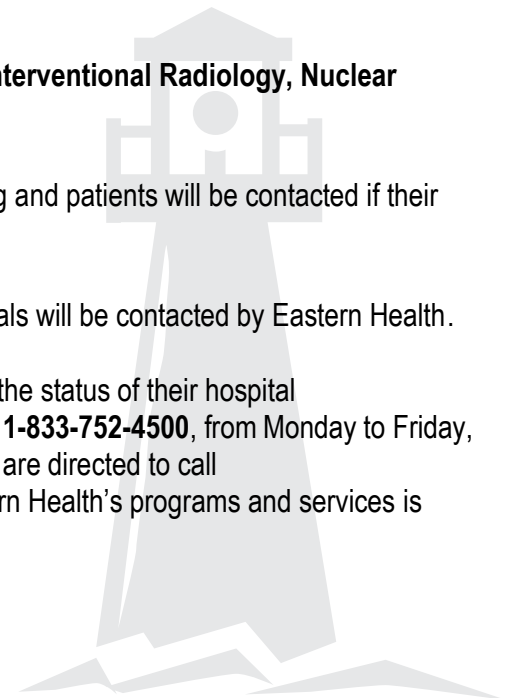
Laboratory Services (e.g. blood collection):

- Outpatient blood collection sites continue to provide urgent/emergent and chronic diseases testing at this time. This includes blood testing for patients requiring: INRs (international normalized ratios), therapeutic drug-level monitoring testing and, for cancer care patients, monitoring of cancer clinic profiles and other required cancer-related testing.
- For areas outside of the Avalon Peninsula and that are in Alert Level 3, Eastern Health is rebooking cancelled appointments.

Medical Imaging (e.g. X-ray, Ultrasound, Mammography, CT, MRI, Interventional Radiology, Nuclear Medicine, PET scan, Bone Mineral Density):

- Obstetrical ultrasounds will continue as planned.
- Outpatient procedures with appointments only will be proceeding and patients will be contacted if their appointments are going ahead.
- There will be no walk-in appointments.
- All other affected appointments will be rescheduled and individuals will be contacted by Eastern Health.

A temporary phone line is available for those who have questions about the status of their hospital appointments. Patients and clients can call **709-752-4500**, or **toll-free at 1-833-752-4500**, from Monday to Friday, 8:30 a.m. to 4:30 p.m. Individuals who have questions about their health are directed to call 811 or visit www.811healthline.ca. General contact information for Eastern Health's programs and services is available at: www.easternhealth.ca/contactus.



The increase in service capacity will be balanced with the need to maintain precautions put in place to keep patients, visitors and staff safe throughout the pandemic. This includes physical distancing, personal protective equipment (PPE) use, pre-procedure swabbing, additional cleaning protocols between patient visits, and many additional measures to ensure patient and staff safety.

All individuals should present to their scheduled appointments no more than **10 minutes prior** to their scheduled time and to wear the provided mask upon entry to Eastern Health facilities.

Eastern Health empathizes with all patients and families whose appointments and procedures have been impacted during this time. We thank patients and their families for their support and understanding as we work to resume normal operations and services.

- 30-

Media Contact:

Tracey Boland

Media Relations Manager

Eastern Health

T: (709) 777-1412

TraceyL.Boland@easternhealth.ca