

Seeking Care: Quick Reference Guide

This document is for informational purposes only and does not replace medical assessment. Information is accurate as of July 2022.

Scenario	Isolate at Home	Contact your Primary Care Provider or TeleHealth	Visit the Brockville Clinical Assessment Centre	Visit Emergency Department
I have severe symptoms (trouble breathing, severe chest pains, loss of consciousness, etc.)				✓ Call 911 or visit BGH's Emergency Department at 75 Charles Street, Brockville.
I have serious injuries from an accident (not COVID related)				✓ Call 911 or visit BGH's Emergency Department at 75 Charles Street, Brockville.
I (or a loved one) is experiencing a mental health or addictions crisis				✓ Call 911 or visit BGH's Emergency Department at 75 Charles Street, Brockville. BGH Mental Health Crisis line is also available 24/7 at 613-345-4600 or 1-866-281-2911.
I am experiencing a new health concern or a change to a chronic condition, not related to COVID-19		✓ Call your primary care provider (family doctor) for both new illnesses as well as chronic conditions. If you do not have a primary care provider, call Telehealth, toll-free: 1-866-797-0000 (TTY: 1-866-797-0007).		
I have mild COVID-19 symptoms (have not been tested)	✓ If your symptoms are mild, self-isolate at home. If you are vaccinated or under age 12: self-isolate for 5 days and your symptoms are improving for 24 hours, or 48 hours if you have gastrointestinal symptoms. If you are unvaccinated, partially vaccinated, or immunocompromised: self-isolate for 10 days and your symptoms are improving for 24 hours or 48 hours if you have gastrointestinal symptoms.	✓ Contact your primary care provider (family doctor) for advice if your symptoms worsen or if have underlying conditions that could cause your symptoms to worsen quickly If you do not have a primary care provider, call Telehealth, toll-free: 1-866-797-0000 (TTY: 1-866-797-0007).	✓ If your symptoms are worsening, book an assessment at www.brockvillegeneralhospital.ca/BookAssessment . Walk in appointments are available on a limited basis. You may be tested for COVID-19, if you meet testing criteria.	

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I live with someone who has COVID-19 symptoms (have not been tested)	✓ If you are not showing symptoms (asymptomatic), self-isolate away from the person with symptoms, for 5 or 10 days - the same duration as the person with symptoms (see above).			
My child is sick with COVID-like symptoms (have not been tested)	✓ If your child's symptoms are mild , they should self-isolate at home. If they are vaccinated or under age 12: self-isolate for 5 days and symptoms are improving for 24 or 48 hours (as above). If your child is 12 and older and unvaccinated/partially vaccinated, or are immunocompromised: self-isolate for 10 days and symptoms are improving for 24 or 48 hours (as above).			
I work or volunteer in a high-risk setting (example, hospital, long-term care, retirement home, etc.) and have symptoms of COVID-19			✓ Make an appointment for an assessment online at www.brockvillegeneralhospital.ca/BookAssessment. Walk in appointments are available on a limited basis.	
I have COVID-19 symptoms and they have gotten worse (have not been tested), or My child has COVID-19 symptoms and they have gotten worse (have not been tested)		✓ If you are unsure if you need to be assessed or feel you need advice from a health care provider, contact your primary care provider (family doctor). If you do not have a primary care provider, call Telehealth, toll-free: 1-866-797-0000 (TTY: 1-866-797-0007).	✓ If your symptoms are worsening, book an assessment at www.brockvillegeneralhospital.ca/BookAssessment. Walk in appointments are available on a limited basis. You may be tested for COVID-19, if you meet testing criteria.	

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My primary care provider recommends I get tested for COVID-19 because of the severity of my symptoms			✓ Make an appointment for an assessment online at www.brockvillegeneralhospital.ca/BookAssessment . Walk in appointments are available on a limited basis.	

Contact the Brockville Clinical Assessment Centre

- Online booking at www.brockvillegeneralhospital.ca/BookAssessment
- Call 613-704-1441
- Walk in
- If you attend BGH’s Emergency Department with non-urgent care needs, you may be redirected to the Brockville COVID-19 Clinical Assessment Centre

Address: Brockville Memorial Centre at 125 Stewart Blvd., Unit #6, Brockville, ON K6V 7J5.

Hours of operation: Monday to Friday, 10 a.m. – 5 p.m. and Saturday to Sunday and statutory holidays, 10 a.m. – 2:30 p.m.