



## **MEDIA RELEASE**

### **MSH opens COVID-19 Assessment Centre, introduces new visitor and building restrictions**

**MARKHAM, ON (March 18, 2020)** – On Wednesday, March 18, 2020, Markham Stouffville Hospital (MSH) opened its COVID-19 Assessment Centre. There are also new screening processes in place at building entrances at both the Markham and Uxbridge sites, and some entrances have been closed.

“The health and safety of our people, patients, families and visitors is our top priority,” said Jo-anne Marr, President and CEO of MSH. “These new measures will improve access to care for those who need to be assessed for COVID-19 and help us to protect everyone who works and receives care at our sites.”

#### **COVID-19 Assessment Centre**

The COVID-19 Assessment Centre is located outside of the Markham site on the [south side of the hospital, east of the Emergency Department \(ED\)](#). Parking for the COVID-19 Assessment Centre is located in lot #7.

The Assessment Centre provides screening, assessment and testing for individuals who are experiencing possible symptoms of COVID-19 (e.g., fever, new or worsening cough, sore throat, headache, muscle aches, fatigue, runny nose and joint aches).

The COVID-19 Assessment Centre is walk-in and will not take appointments or phone calls. Patients are encouraged to contact York Region Public Health at 1-877-464-9675 or Telehealth Ontario at 1-866-797-0000 prior to visiting the COVID-19 Assessment Centre.

It is important to note that only patients who meet specific criteria will be tested for COVID-19.

#### **Visitor restrictions**

The following visitor restrictions will be put in place:

- Visiting hours will be shortened to between 12 p.m. and 8 p.m. daily.
- One (1) visitor will be allowed per patient.
- No visitors under the age of 16 will be permitted.
- Visitor access will be restricted to the unit or area where the patient is receiving care.
- Exceptions to these restrictions will be made on compassionate grounds and on a case-by-case basis in the following areas: Intensive Care Unit (ICU), Childbirth and Children’s Services and Palliative Care.

#### **Building restrictions and active screening**

All patients and visitors will be required to enter from the main entrance or the Emergency Department entrance at the Markham site, or from the Emergency Department entrance at the Uxbridge site. They will be

asked a standard set of health and travel related questions by screeners prior to entering. All staff are also being screened at staff entrances.

For more information, visit the COVID-19 information page on the MSH website at:

<https://www.msh.on.ca/about-us/covid-19-information-page>.

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**About Markham Stouffville Hospital (MSH)**

Markham Stouffville Hospital (MSH) is one of Ontario's leading community hospitals. Across its two sites (Markham and Uxbridge) and the Reactivation Care Centre (RCC), the hospital has 329 beds and provides high quality, patient-centred care to more than 402,000 patients each year. It offers diagnostic and emergency services and delivers clinical programs in acute care medicine and surgery, addictions and mental health, and childbirth and children's services.

At MSH, 560 physicians, 25 midwives, 2,300 staff and 1,200 volunteers serve patients and families with an honoured to care mindset. The hospital partners with other providers to take this care beyond its walls and deliver an extraordinary patient experience to the residents of Markham, Whitchurch-Stouffville, Uxbridge and beyond. For more information: visit [www.msh.on.ca](http://www.msh.on.ca).