Public Service Announcement

Monday, April 6, 2020

Drive-through service now available at St. Catharines COVID-19 Assessment Centre

To increase safety, efficiency and screen more patients, the COVID-19 Assessment Centre at Niagara Health's St. Catharines Site is offering a drive-through service for those referred.

Beginning today, people eligible for the drive-through service will be notified when their appointment is booked, and will be guided to the drive-through area when they arrive in their vehicle.

A physician will ask people to roll their window down and turn off their car. The physician will complete a swab, and the patient can drive off. If the physician recognizes the need for further assessment, they will direct the patient to park and wait to be called into the Assessment Centre.

The drive-through service is in addition to the regular process at the clinic. Those needing to enter the Assessment Centre will be directed to park and await a call to enter. There is no change to the process at Niagara Health's other Assessment Centre in Niagara Falls, located in the Allied Health building behind the Greater Niagara General Site.

The two centres provide screening, assessment and testing for individuals with symptoms of COVID-19. The centres are available by referral only, and they are unable to accept walk-ins.

Those who believe they have been exposed to COVID-19 should consult the government's COVID-19 self assessment tool, found here. From there, people can contact Public Health at 905-688-8248 ext. 7019 or toll free at 1-888-505-6074 for an initial screening. Based on that assessment, patients may be referred to an Assessment Centre. Staff at the centre will contact referred patients directly to arrange an appointment. More information about the Assessment Centres is available here.

As of Sunday, April 5, the two Assessment Centres have seen more than 1,700 patients.

Reference:
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