



Patient and family MEMO re; COVID-19 pandemic measures

The Best Centre has your safety and well-being as our top priority, coupled with the protection of our staff. We have been screening all patients and visitors for weeks. As of today, we are asking the following;

- a. If you or the people they live with, have been exposed by way of travel abroad or exposure to a known COVID-19 carrier/contact **OR** you have ANY symptoms of illness (including cold or flu like symptoms, runny nose, fever, difficulty breathing), you will not be seen at the centre.
- b. If the answer is YES to the above or you prefer not to come in, we will offer a remote session by phone or Ontario Telehealth Network (OTN) or other online meeting tools, to replace the current appointment or reschedule to another time. *See note below re; virtual appointments.*
- c. You will need to upload your pump data from home or send the information via email to your educator. Instructions can be found on our website.
- d. If you are waiting on **an ADP form**, do not come to the Centre to pick it up. We will mail it on your behalf if it is fully completed.
- e. Newly diagnosed patients will ideally be seen in person as long as they pass the screening.

According to the Centre for Disease Control, "the symptoms of COVID-19 are similar in children and adults. However, children with confirmed COVID-19 have generally presented with mild symptoms. Reported symptoms in children include cold-like symptoms, such as fever, runny nose, and cough. Vomiting and diarrhea have also been reported. It's not known yet whether some children may be at higher risk for severe illness, for example, children with underlying medical conditions and special healthcare needs. There is much more to be learned about how the disease impacts children." At this time, we are unsure how COVID-19 will impact people with diabetes. If you suspect fever, confirm with a thermometer reading from under the armpit. Please ensure you have enough sick day diabetes supplies **to last 2 weeks**. Including insulin, blood test strips/ sensors, insulin pump supplies, blood ketone strips and glucagon injection kit.

You will need to frequently check your blood sugars and blood ketones levels while sick. Please call the centre if you have vomiting 2 or more times and/or have blood ketones over 0.6.

Remember to isolate yourself if you are in contact with or have COVID-19 or you have travelled outside of Canada.



Re; Virtual Care

COVID-19 is placing stress on Canada's public health system. Our clinic is starting to offer virtual care to make sure that we can continue to care for our patients safely and effectively. This means that we will be using video and audio technologies for some patient visits rather than asking all patients to come into our office. Some of these technologies are provided by the Province. Others have been provided by vendors like Google, or Apple to help make discussions with your care provider as easy as possible during these difficult times. Some health concerns can be addressed with virtual care alone, but in some cases your doctor may ask you to visit a hospital or other health care facility if necessary, for a physical examination.

We do our best to make sure that any information you give to us during virtual care visits is private and secure, but no video or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third parties when using video or audio communications tools. To help us keep your information safe and secure, you can:

Understand that emails, calls, or texts you receive are not secure in the same way as a private appointment in an exam room.

Use a private computer/device (i.e., not an employer's or third party's computer/device), secure accounts, and a secure internet connection. For example, using a personal and encrypted email account is more secure than an unencrypted email account, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.

You should also understand that electronic communication is not a substitute for in-person communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed (including for any urgent care that may be required).

If you are concerned about using video or audio tools for virtual care, you can ask our office to arrange for you to visit a different healthcare provider or other health care center where you can be seen in person. However, please note that visiting a health care provider in person comes with a higher risk of coming into contact with COVID-19 and the possibility of spreading the virus.

By providing your information, you agree to let us collect, use, or disclose your personal health information through video or audio communications (while following applicable privacy laws) in order to provide you with care. In particular, the following means of electronic communication may be used (identify all that apply): email, videoconferencing (including Skype, Facetime, etc.), text messaging (including instant messaging), website/portal, other (specify).