



(Le français suit)

Public Service Announcement

Horizon resuming non-urgent surgeries, outpatient appointments

(HORIZON) Thursday, Feb. 10, 2022 – Although Red level protocols remain in place across Horizon, the organization is now able to safely resume non-urgent medical procedures, elective surgeries, outpatient appointments and other professional services appointments.

Anyone with an appointment or surgery at a Horizon hospital or health care facility should attend their appointment as scheduled.

Those with questions about their appointment are encouraged to call ahead to the corresponding department.

All patients, clients and Designated Support Persons (DSPs) will continue to be screened for COVID symptoms and travel history prior to being allowed to enter a facility.

Only those who pass the screening process will be granted entry. These protocols remain in place for the protection of our patients, physicians and staff and to control the risk of COVID-19 transmission in our facilities.

We appreciate the cooperation of the public in answering questions from our screeners honestly and respectfully.

As a reminder, there are still no social visitors allowed in Horizon hospitals.

Some exceptions to these visitor restrictions are in place for patients who are eligible for a [Designated Support Person](#). More information on [visitor restrictions is available here](#).

While visitor restrictions are in place, we can arrange a virtual visit with your loved one. You can arrange a virtual visit by contacting your loved one's health care provider. For more information on staying connected while restrictions are in place, click [here](#).

Horizon Addiction and Mental Health Services, health centres, community health centres, COVID-19 assessment centres and vaccination clinics are continuing to operate during Red phase.

We continue to urge patients to seek **alternate options for non-urgent health care needs**, rather than presenting to an Emergency Department/Urgent Care Centre. Please keep the Emergency Department for emergencies only to avoid long wait times.

Horizon will provide further updates on any additional changes to clinical services and pandemic protocols as the situation continues to evolve.

We would like to sincerely thank our patients and clients for their continued patience and understanding during these challenging times.