

CORPORATE UPDATE

Bulletin #3 a: COVID-19 Updates

March 17, 2020

Relocation of Saint John COVID-19 Community Assessment Centre

Horizon has made the decision to relocate its COVID-19 Community Assessment Centre in Saint John from Exhibition Park to the North End Wellness Centre (223 Victoria Street).

The new Community Assessment Centre is now operational, with staff in place to provide screening and testing as referrals come in from Tele-Care 811. This is being done by appointment only.

The decision to relocate the Community Assessment Centre to the North End Wellness Centre was made to:

- Provide a more central, accessible location to the most vulnerable segments of the city's population; and
- Allow for more immediate access to the technology, equipment, staffing and other resources required to operate the centre.

Only those who have been referred to through Tele-Care 811 will be able to access these Community Assessment Centres.

COVID-19 and Social Media

We recognize there is a lot of discussion and information on social media about the COVID-19 pandemic and, consequently, the health care system.

This type of situation creates a significant amount of stress and fear for the general public and, as employees of the health care system, it's our responsibility to avoid posting information that may add to that fear.

Please ensure that anything you share with the public in relation to COVID-19 is coming from an official source. In fact, we encourage you to share posts from Horizon and Department of Health social media pages to help spread factual and educational information. As well, we've developed an infographic about How to Talk About COVID-19 that is available (in English and French) on our social media accounts and the [Coronavirus Skyline page](#).

As well, a reminder that [Horizon's Social Media Policy](#) states employees/non-employee personnel cannot release, post or share confidential information related to Horizon on social media. We encourage you to review the policy, as well as [Horizon's Social Media Guidelines](#).



Options for obtaining Health Records to reduce in-person visitation

There are methods of communicating with Health Records to request charts that do not require in-person visits.

The public can print off a “Patient Access Release Form” from the following link:
<https://en.horizonnb.ca/home/facilities-and-services/services/other-services/personal-health-records.aspx>

The authorization form can be emailed back to the appropriate area at the following email addresses:

- Fredericton: ROIFredericton@HorizonNB.ca
- Saint John: ROISaintJohn@HorizonNB.ca
- Moncton: ROIMoncton@HorizonNB.ca
- Miramichi : ROIMiramichi@HorizonNB.ca

Completed forms can also be faxed to the appropriate fax number listed on the [website](#). If the individual has a problem finding the *Patient Access Release Form*, they can email the above addresses request a form be sent to them.

Staff can send copies of the records to the patient by Canada Post to save the individual from making a trip to the hospital.

Hospital Gift Shops to remain open

Many Horizon hospitals have gift shops that are operated by our Auxiliaries and many other dedicated volunteers. The decision was made to allow the gift shops to **remain open**, at their discretion.

Closure: Horizon’s Baie-Sainte-Anne Health Centre Mondays and Wednesdays

The closure of Horizon’s Baie-Sainte-Anne Health Centre two days per week is a measure to reallocate certain resources to other areas on days when there is no physician on-site, in response to the Coronavirus pandemic.

This closure will be in effect until further notice. Horizon is committed to ensuring safe and quality care for our patients and clients, and this temporary closure assists in ensuring the sustainability of our staffing resources to provide that care.

