

Dear Patient,

As cases of COVID-19 rise in the province and in our communities, Ottawa Public Health is changing their case and contact management practices. The information below provides instructions on what to do if you test positive for COVID-19 or have had high-risk exposure to an individual who has tested positive.

A high-risk contact is any individual who has been in close contact with someone who tested positive for COVID-19 within 48 of showing symptoms or being tested (if they have no symptoms) until the self-isolation period has ended.

**Please read the following documents carefully.** If you have tested positive or been exposed to an individual who has tested positive, you must *self-isolate for at least 10 days* (regardless of vaccination status). If you have tested positive, you must also inform all high-risk contacts. Please follow the instructions provided in the letters below.

[Testing Positive for COVID-19](#)

[High-Risk Contact of an Individual with COVID-19](#)

**Note:** At this time we are receiving a *very* high volume of calls. Please use the information and links in this email to access instructions about rapid antigen and PCR testing, vaccination, and self-isolation. If your issue is non-urgent and can wait a couple weeks to be addressed, please do so. It is important that we leave our phone lines available for urgent calls. Consider [using the Patient Portal](#) to request prescription renewals and view lab results.

It is NOT necessary to notify us if you test positive for COVID-19 and have mild or no symptoms. However, it is important to contact us if you test positive and: are immunocompromised, pregnant, have a condition such as asthma, cardiovascular disease, COPD, or diabetes, or you are in distress or concerned about symptoms you wish to discuss over the phone.

## Managing Symptoms

If you test positive for COVID-19, it is important to rest and hydrate. Prevent dehydration by drinking more fluid than you usually would as fever, sweating, and cough mean you lose more body fluid. For a new or worsening cough, avoid lying on your back. If you have a fever, acetaminophen (Tylenol) may be used, as directed. Please call us if your symptoms are getting worse or you have severe dehydration, such as: having a very dry mouth, passing only a little urine, or feeling very light-headed.

If your symptoms are not manageable at home, it is recommended that you attend a COVID-19 Care Clinic (Assessment Centre) where doctors can do chest X-Rays, blood work, and prescribe medications. Visit your public health unit website below for details.

If you are having difficulty breathing, shortness of breath at rest, chest pain or fainting, call 9-1-1.

For more information, visit [COVID-19 Symptoms and Treatment](#).

## Information on Testing

With the emergence of the Omicron variant and increasing case numbers in the community, there is also increasing demand for testing. Each public health unit has their own process for scheduling testing. Please visit the website of your public health unit to determine whether you should get tested for COVID-19.

[Ottawa Public Health](#)

[Eastern Ontario Health Unit](#)

[Leeds, Grenville and Lanark District Health Unit](#)

[Renfrew Country and District Health Unit](#)

## Get Vaccinated

We know there has been incredible demand for COVID-19 vaccine boosters. Appointments in pharmacy and community vaccination centres are added as capacity permits. All Ontarians ages 18 and older are eligible to receive a COVID-19 booster 84 days (approximately 3 months) after receiving the second dose. To schedule an appointment, visit: [www.ontario.ca/bookvaccine](http://www.ontario.ca/bookvaccine) or [contact a participating pharmacy](#).

## Mental Health and Wellness

It's normal for situations like COVID-19 to affect your mental health and well-being. If you are feeling stress or concern, it is important to practice positive coping strategies. We have compiled a list of Ottawa-area resources that can help to support you and your loved ones during this difficult time. For more information, [visit our website](#).

We know it is a difficult time and we appreciate your part in helping slow the spread in our community.

Kind regards,

The West Carleton Family Health Team