

March 16, 2020

Please note that as the COVID-19 pandemic continues to develop, the NPLC is working hard to stay on top of the situation and to help you and your family to stay well.

At this time, all non-urgent appointments such as physicals, check-ups, and visits for non-urgent issues are to be deferred. Please connect to book these after the pandemic has resolved.

If you need a renewal of medication, please contact your pharmacy and your pharmacist will forward your request to us.

Please note that all group programs are on hold until further notice.

If you are sick or have an urgent request, please call the clinic. If we do not answer, leave us a message. Our team will aim to connect with you within one business day.

Currently the clinic continues to operate from 830-430 Monday to Friday. We are practicing social distancing and are limiting in-clinic appointments. We can offer appointments by phone and at times by videoconference. Please note that a change in hours of operation may occur and will be posted on our website and updated on your voicemail message.

**If you have questions about COVID-19**, are concerned about your health, or wonder if you need an assessment, please self-isolate at home and leave us a message or call telehealth at 1-866-797-0000.

Please do not come to the clinic if you have a fever, cough or have travelled within the last 14 days, unless you are explicitly requested to do so by your provider.

Please do not go the hospital unless you are in need of emergency care or are directed to do so by your provider.

If you need emergency care due to concerns of COVID, please call the hospital prior to attending if at all possible.

COVID-19 support is available provincially by calling:

**Telehealth at 1-866-797-0000.**

You can also visit the Government of Ontario dedicated COVID-19 website:

[www.ontario.ca/page/2019-novel-coronavirus](http://www.ontario.ca/page/2019-novel-coronavirus)

Stay well, stay home, stay healthy.