

# FREQUENTLY ASKED QUESTIONS

St. Theresa's COVID-19 Assessment Clinic



Eastern  
Health

**1. Will I have access to PPE?**

Yes. The clinic has a supply of PPE including gowns, gloves, masks, face shields, booties, and all in various sizes. There will be an inventory taken daily and ordered based upon the needs of the clinic. There is also access to hand sanitizer and accel wipes to clean equipment.

**2. How often do I change my PPE?**

PPE should be changed in between every patient. Also, if at any time you feel your PPE is contaminated and you don't feel protected, you should also change it.

**3. How are patients being referred to the clinic?**

Patients are being referred from the Center for Disease Control Nurses, public health, 811, family practice, checkpoints at the emergency.

**4. Do I have to wear an N95 Mask? Do I need to be fit tested for an N95 mask?**

No. Right now there are no procedures occurring at the clinic that will require an N95 mask. A surgical mask and face shield are what is required and we have those in stock. Because there are no aerosol generating procedures being performed at the clinic, getting fit tested is not required.

**5. Will all patients who come to the clinic have tested positive for Covid-19?**

Not necessarily. We are currently receiving referrals from multiple sources in which some will be positive, but others may just have symptoms of ILI. We will be aware of this from the time the patient is booked into the clinic.

**6. Will we be swabbing patients at the clinic?**

Yes this will be completed by nursing staff. If a patient presents to the clinic who is ILI and not been swabbed for Covid, we have a process in place in which the nursing staff will automatically swab these patients.

**7. What do I do when my shift ends and I have to go back home to my family?**

There is a decontamination area equipped with showers if staff choose to utilize them before going home. There will be PPE available to use for each patient and helpful instructions on how to properly put on and take off the equipment. We also ask you to change your PPE if at any time you think it has been contaminated.

**8. What is the shift time and how do it get paid?**

The shifts will be divided over an 8 hour period into two four hour sessional. The sessional fee is 500\$ per four hour period.

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**9. Will I have any supports at the clinic?**

Yes, there will be clerical, nursing, environmental services and security. In addition, there will be a manager on site to assist with daily operations.

**10. Do staff have a designated area in which they can eat? Is there a designated washroom for staff?**

Yes there is a cafeteria at the school in which you can eat your lunch including a microwave and fridge. There are multiple staff washrooms available.

**11. What if I am unsure of how to put on/take off my PPE?**

There are online learning modules we can provide you access to. Also, staff on site can assist with demos and spotting until you feel comfortable in changing your PPE.

**12. Will the clinic be cleaned regularly?**

Yes there will be two designated environmental services staff on site daily to clean the patient areas, as well as the washrooms, clean areas etc.

**13. How many shifts can I work? Can I work two back to back shifts? Can I return to my other workplace after working with Covid positive patients?**

There is no limit to the amount of shifts you can work, however we are evenly distributing the shifts to be fair to all providers who have expressed an interest. If there is a need, yes you can work two back to back shifts, however we are doing our best to schedule people in four hour blocks. If you are donning and doffing your PPE correctly and changing in between patients and performing good hand hygiene, then you are okay to return to your other workplace.

**14. How many patients will I see each shift?**

We have the appointments booked in 30 minute slots. This is to allow appropriate time for donning PPE, having the patient area terminally cleaned in between each patient, and allowing the provider to have enough time to doff the PPE and prepare to see the next patient. This process may change once we have

**15. Is there any screening for staff at the clinic?**

Yes there is a screening tool for all staff in which you self-monitor your condition daily. There will also be a sign in sheet at the clinic that all staff will be required to fill out before their shift.

**16. Are their scrubs available for staff?**

No. We do not have the capacity for linens at the clinic. Most of the staff are wearing their own personal scrubs.

**17. Can I order any diagnostics at the clinic?**

Yes. We have a portable x-ray on site and are able to call in Medical Imaging staff if clinically warranted.

**18. How do I qualify for guaranteed supplemental payment?**

The details are still being finalized. We will share once they are communicated.