

New COVID-19 Safety Procedures and the Phased Reopening at the Ottawa Fertility Centre

When are we reopening?

On **Thursday, May 14th** the Ontario Government announced the start of **Stage 1** of the reopening process following the Covid-19 pandemic. The Ottawa Fertility Centre is included in this stage of opening. We will be restarting in a **phased approach** beginning on **May 25th**. The following key dates mark our re-opening process:

May 4th – 15th:	Booking and initiating consult appointments (via telephone and OTN)
May 25th:	Blood lab and Ultrasound Appointments begin
June 1st:	Patients can call in for their "Day1" IUI event to OFC
June 8th:	IUI and IVF treatments begin

What you can expect when we reopen?

The OFC will **contact you to schedule** new consults and for resumption of any treatments that you were in when we had to close.

Patients will **no longer phone** the OFC with the first day of the cycle to book testing. In order to make the process easier for patients and speed up the booking process, patients will be asked to **email** the OFC at **testing@conceive.ca**. Please provide your **first, last name, phone number, and the first day of full flow**. You will receive an **acknowledgement email** and then **we will contact you to confirm** your appointment date. (This is for diagnostic testing only not for IUI or IVF)

We **will be reopening** while there are still risks regarding the Covid-19 pandemic, all patients will be required to read and sign a **new consent form** acknowledging these risks during treatment.

If you are waiting for a call and it is not coming, or are concerned about not having received a call, **please call our clinic to inquire**.



New Safety Measures at the OFC

The Ottawa Fertility Centre will be re-opening in compliance with the Ontario Government and Public Health officials. These guidelines cover three areas:



1. Physical Distancing



2. Wearing appropriate Personal Protective Equipment (PPE)



3. Enhanced screening and cleaning in the facility

These are some of the current initiatives we are undertaking to maintain a safe environment for staff and patients:

Physical Distancing



- The OFC is **expanding its hours of operation** (6am to 7pm weekdays, and by appointment on weekends) **by almost 4 hours per day** to decrease the number of patients and staff that will be in the facility at any given time

- The **number of patients permitted** in the clinic will be **regulated** at all times

- **All appointments will be scheduled to specific times** to maintain distancing and eliminate groups of people in the waiting room



- For blood lab appointments, **a new online virtual waiting room will be created** to eliminate the need for patients to line up physically

- Doctors will be providing appointments **by phone** or **OTN** where possible



- **Only patients receiving a test or treatment are to attend appointments in the clinic** during these pandemic conditions. **Partners and children are not permitted** in the clinic to ensure the safety of all



Wearing Appropriate PPE



- All patients will be asked to come to the centre with **their own mask** to ensure safe interactions
- **All staff entering OFC will wear their own masks** to ensure safe interactions
- All staff in contact with patients will be required to **wear OFC scrubs, a medical mask and face shield at all times**



- We are installing **Plexiglas barriers** at our reception desks to ensure we limit exposure

Enhanced Screening and Cleaning in the Facility



- Prior to arriving at the clinic, all patients and staff will be required to **answer a series of online screening questions**; Only those who pass the screening questions will be allowed onsite
- You will be **greeted in the lobby by an OFC staff member**, for all visits, to ensure you have no symptoms, that you are wearing a mask and we are ready to serve you



- The OFC will have numerous **hand sanitizing pumps** throughout the building to allow you to sanitize your hands during your time at the OFC
- Additional, **dedicated cleaning staff** will be brought on to ensure all contact surfaces are thoroughly cleaned between each patient and throughout the day

