

FOR PATIENTS & FAMILIES

Resuming Scheduled Care

Frequently Asked Questions (FAQ's)

Last updated: May 27, 2020

Question	Response
<i>Why were appointments and procedures paused at HHS?</i>	<p>At the direction of the provincial government, hospitals across Ontario paused scheduled appointments and procedures earlier this spring to free up space and resources to prepare for a surge of patients with COVID-19.</p> <p>During this period, we continued to provide care on an urgent and emergency basis.</p>
<i>My appointment/procedure was postponed. When will it be rescheduled?</i>	<p>Services will be gradually resumed over an extended period of time, beginning with patients with urgent needs.</p> <p>Your doctor's office will contact you directly when we are ready to reschedule your appointment or procedure.</p>
<i>Why aren't all services restarting at the same time?</i>	<p>The provincial government has instructed hospitals to protect a certain level of capacity and resources to be able to care for patients with COVID-19, meaning we cannot fully resume all services at once.</p> <p>We will continue to gradually resume appointments and procedures so long as we have the capacity and resources to allow us to do so.</p>
<i>I have already been waiting months for my appointment/procedure. How much longer will I have to wait?</i>	<p>We regret that we can't provide a specific timeline for your procedure/appointment at this time. The evolution of the COVID-19 pandemic is an important factor and means we must resume services at a gradual pace to ensure the safety of our patients and staff, and that we have enough resources to provide this care.</p> <p>We understand that waiting is frustrating and may cause you concern.</p> <p>If you have concerns about your health status, please call your physician or surgeon's office for guidance.</p> <p>If you have serious symptoms, call 9-1-1 right away. Our emergency departments remain open and have every precaution in place to keep you safe during your visit.</p>

Can I go to another hospital for my appointment/procedure?

All hospitals in Ontario face similar constraints regarding the availability of resources, and the need to protect some hospital capacity for patients with COVID-19.

The provincial government has advised hospitals to take a gradual approach to resuming services, giving priority to patients with urgent needs.

At this time, we would advise you to wait for further direction from your doctor's office regarding your appointment/procedure. Your doctor's office will contact you directly when we are ready to reschedule your appointment or procedure.

If you have concerns about your health status, please call your physician or surgeon's office for guidance.

If you have serious symptoms, call 9-1-1 right away. Our emergency departments remain open and have every precaution in place to keep you safe during your visit.

I'd like to provide feedback about my experience. Who can I contact?

If you have feedback about your hospital experience, please contact our Patient Experience team at 905-521-2100 ext. 75240 or patientexperience@hhsc.ca.

Where can I find more information and updates about the status of services at HHS?

Please visit our website at hamiltonhealthsciences.ca for updates and more information about the resumption of services at our hospitals.