



Eastern  
Health

# ***PUBLIC SERVICE ANNOUNCEMENT***

## **Eastern Health Continues to Increase Services in Alert Level 2**

**June 25, 2020 – St. John's, NL:** Eastern Health advises the public that in Alert Level 2 of the Government of Newfoundland and Labrador's plan, *Living with COVID-19*, health-care services that were previously increased in Level 3 and 4 will continue to further increase in Level 2. Services currently proceeding include medical imaging, endoscopy, cardiac diagnostics, laboratory services, surgical services, ambulatory clinics including physician clinics, allied health services such as (but not limited to) rehabilitation services, physiotherapy, and audiology. Appointments are also being scheduled in community health, and for women's health services such as (but not limited to) fertility services.

There will also be an increase in inpatient, outpatient and community-based services in the Provincial Alert Level 2. Some non-urgent procedures, surgeries, and elective testing will also start to proceed in Alert Level 2 as capacity allows.

Patients should only proceed to appointments if their appointment has been confirmed by phone or appointment letter. Patients who are having specific surgical procedures, are having an aerosol generating medical procedure (AGMP) such as (but not limited to) an upper endoscopy or a bronchoscopy, or patients being admitted to hospital, will require COVID-19 testing. Patients will be contacted in advance to book their testing appointment.

Eastern Health has adjusted entry points at facilities across the region to allow for physical distancing. Please visit our [website](#) to identify the designated entry point for your appointment. Patients should not arrive more than 10 minutes prior to their appointment time to assist with physical distancing within our waiting rooms. Upon entry to a health-care facility, the public will be screened for COVID-19 through a series of questions and be provided a mask. Eastern Health reminds the public to wear the provided mask and to adhere to physical distancing measures while in our facilities. There may be times when an individual is unable to wear a mask. We will work with these individuals to understand their limitations with a mask and may provide an exception from wearing one within our facilities. If an exemption is not granted, individuals will be asked to wear a mask in order to enter the facility. This is a necessary precaution to keep people safe while in our health-care facilities.

Virtual care will remain the first line of service delivery when possible. Patients with questions or concerns regarding a change in their health are advised to contact their health-care provider, call the Healthline at 811, or proceed to the nearest emergency room if emergency services are required.

As announced in Alert Level 3, each patient/resident may identify one designated visitor/support person. While visiting the patient/resident, all designated visitors/support persons will be required to wear the mask provided for the duration of their visit. For more information on visitors/support person, please visit our [website](#).

Eastern Health would like to thank patients for their support as we continue to increase services while respecting the need to maintain physical distancing, wearing a mask, facilitating appropriate cleaning of physical spaces, and managing PPE supply and use. For updates pertaining to Eastern Health's ongoing services due to COVID-19, please visit Eastern Health's website at [www.easternhealth.ca/covid19](http://www.easternhealth.ca/covid19) or follow us on our Facebook page and Twitter feed. General contact information is available at: <http://www.easternhealth.ca/contactus>.

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