

Information for Patients



Attending your **scheduled** health care appointment at a Horizon facility looks different during the COVID-19 pandemic. There are more precautions in place to keep patients, clients, families and health care workers safe.

Some urgent and critical services in our hospitals, community health centres and health centres have resumed to allow for additional priority elective surgeries. These services include:

- Outpatient clinics
- Laboratory services (blood and specimen collection)
- Diagnostic Imaging (X-ray)

Services are by appointment only

- **Do not arrive** more than **15 minutes** before your scheduled appointment unless directed otherwise. This allows for proper physical distancing in our waiting areas. If you arrive earlier, you may be asked to wait in your vehicle.
- If you arrive without an appointment, you will be asked to return home and contact your health care provider.

What to expect when you arrive for your scheduled appointment

- Upon arrival for **your appointment**, you will be screened for COVID-19 symptoms, and asked to wear a mask and clean your hands.
- When entering a Horizon facility, patients are required to wear a mask. You will not be permitted to enter without one – even if you have an appointment. If you do not wear a mask, you will be asked to return home to reschedule your appointment.
- You can wear your own mask, including homemade cloth masks, or one will be provided during the screening process. A medical grade mask will be provided, if necessary.
- To learn the right way to put on and remove a mask, follow these links: [mask with loops](#) or [mask with ties](#).

Support person and/or Substitute Decision Maker

Horizon has visitor guidelines in place, which means your support person and/or substitute decision maker may be required to drop you off and pick you up from the scheduled appointment or surgery, but cannot stay.

- If you require a support person, provide a phone number to your health care team for use in case of an emergency and to arrange for pick-up following your appointment or surgery.
- Visits can only occur between 2 and 8 p.m. and each patient is allowed **ONE** healthy visitor at a time.
- Visits will be limited to one hour and visitors must be at least 12 years old. Pet visits are not permitted at this time.

To prevent the spread of COVID-19, while in a Horizon facility and whenever possible, keep a physical distance of two metres or six feet between yourself and others. This includes standing in line to enter the facility, in waiting areas, elevators and cafeterias.

For up-to-date information about COVID-19 visit HorizonNB.ca

