



**Ontario  
Health**

## Memo

**Date:**

January 17, 2022

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**To:** Primary care providers

**From:** Brian Ktytor, Chief Regional Officer, North  
Anna Greenberg, Chief Regional Officer, Toronto and East  
Susan deRyk, Chief Regional Officer, Central and West

**CC:** Dr. Sacha Bhatia, Population Health and Value Based Health Systems  
Executive, Ontario Health

Patrick Dicerni, Assistant Deputy Minister, OHIP, Pharmaceuticals and  
Devices Division, Ministry of Health

Nadia Surani, Director, Primary Health Care Branch, Ministry of Health

**Re:** COVID-19 clinical assessment centres

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Over the past several weeks, we have seen a rapid increase in utilization of health services due to the Omicron variant. During this time, primary care providers have been instrumental in supporting vaccination efforts, providing urgent/emergent care for your patients to help avoid emergency department visits/admission, and providing remote monitoring for patients with COVID. We are sincerely grateful for all that you have been doing, and continue to do, to support your patients during this time.

The demand on Ontario's emergency departments related to the Omicron variant continues to be very high. To help further conserve needed capacity for people requiring emergency services, Ontario Health has requested that a number of COVID-19 assessment centres across the province expand their scope to include clinical services to support people with known or suspected COVID-19 infection who meet certain criteria. These clinical assessment centres build on the COVID, cough and flu clinics and other influenza-like illness clinics established in the fall. They will support assessment, diagnosis, and disposition planning for people whose symptoms cannot be safely self-monitored at home, but are also not experiencing severe symptoms that would require emergency care.

COVID-19 clinical assessment centres are not intended to replace care being provided in primary care settings. Please continue your important work in providing care to patients who have COVID symptoms, including providing information for patients to self-manage at home, providing virtual and [in-person care](#) (based on clinical judgement), and starting treatment where indicated. Consider directing patients with suspected or confirmed COVID-19 to a clinical assessment centre if the patient

needs to be examined in-person, but you are unable to safely see the person in your own clinic. Detailed guidance on when to direct patients to clinical assessment centres is available in the Centre for Effective Practice’s [COVID-19: Clinical Guidance for Primary Care Providers](#). This guidance was developed in collaboration with the primary care community.

Approximately 60 clinical assessment centres are expected to be operational by the end of January 2022. A list of the COVID-19 clinical assessment centres that are currently operational as well as additional clinics expected to be operational in the future is presented in Appendix A. There will be regional variation in where these clinics are situated across the province based on local context. There may also be some variation in the services provided (e.g., connections to remote care monitoring programs available in the area). If you have any questions about clinical assessment centres in your region, reach out to the Vice President, Clinical Programs in your region (contact information below).

An FAQ document providing more information on the clinical assessment centre model is attached with this memo.

Thank you for your leadership and dedication as we address this new stage of the COVID-19 pandemic.

#### **Ontario Health Regional Contacts**

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West	Dr. Jennifer Everson: <a href="mailto:jennifer.everson@ontariohealth.ca">jennifer.everson@ontariohealth.ca</a>

## Appendix A: List of COVID-19 clinical assessment centres by region

Last updated: January 17, 2022

	Site Name	Anticipated go-live date	City	Address	Hours of Operation*
	<b>WEST REGION</b>				
1	Windsor Regional Hospital - Ouellette Campus	Live	Windsor	1030 Ouellette Ave Windsor N9A 1E1	Mon-Sun: 09:00-15:00
2	Windsor Regional Hospital -Met COVID 19 Paediatric Urgent Assessment/Testing Clinic	Live	Windsor	1995 Lens Ave Windsor N8W 1L9	Mon-Sun: 12:00-20:00
3	Cambridge Assessment Centre	Live	Cambridge	215 Holiday Inn Dr Cambridge N3C 3T2	Mon-Fri: 08:30-20:30 Sat, Sun & holidays: 08:30-16:30
4	Erie Shores Healthcare	Live	Leamington	194 Talbot St W Leamington N8H 1N9	Mon-Sun: 12:00-18:00
5	Bluewater Health Sarnia (Twin Bridges site)	Live	Sarnia	153 Christina St S Sarnia N7T 2M9	Mon-Thur: 16:00-20:00 Sat: 09:00-14:00
6	St. Joseph's Healthcare Hamilton	Live	Hamilton	50 Charlton E Hamilton L8N 1Y3	Mon-Sun 12:00-17:00
7	St. Mary's General Hospital	17-Jan-22	Kitchener	911 Queen's Blvd Ground floor Kitchener N2M 1B2	Mon-Fri: 08:00-16:00
8	Grey Bruce Health Services - Owen Sound	17-Jan-22	Owen Sound	C-1100 16th Ave E Owen Sound N4K 6C1	Mon, Wed, Fri, Sat: 08:00-16:00
9	Carling Heights Optimist Community Centre	17-Jan-22	London	656 Elizabeth St London N5Y 6L3	Mon-Fri: 09:00-19:00 Sat-Sun: 11:00-19:00
10	Chatham-Kent Health Alliance	17-Jan-22	Chatham	10 Grand Ave W Chatham N7L 1B5	Mon-Sun: 09:00-17:00
11	Niagara Health – St. Catharine's site	17-Jan-22	St. Catharines	1200 Fourth Ave St Catharines L2S 0A9	Mon-Fri: 08:00-16:00

\*Hours of operations are when site is open. Clinical assessment services may be limited to certain hours according to local needs

12	Brant Community Health System	17-Jan-22	Brantford	Brantford Civic Centre Auditorium 79 Market St S Brantford N3S 2E4	Mon-Sun: 08:00-16:00
13	Guelph General Hospital	TBC	Guelph	400 Southgate Dr Guelph N1G 4P5	Mon-Fri: 08:15-19:30 Sat-Sun: 09:45-16:15
<b>CENTRAL REGION</b>					
1	Queen Square COVID-19, Cold and Flu Clinic	Live	Brampton	11692 Hurontario St Brampton L7A 1K5	Tues: 08:00-14:00 Wed, Fri: 10:00-16:00 Thur: 11:30-17:30
2	COVID, Cold and Flu Care Clinic @ CarePoint Health	Live	Mississauga	120-2695 North Sheridan Way Mississauga L5K 2N6	Mon-Fri: 09:00-16:00
3	COVID, Cold and Flu Care Clinic (Mississauga Medical Arts)	Live	Mississauga	5010 Glen Erin Dr Mississauga L5M 5J3	Mon, Thur-Sun: 09:00-17:00 Tues-Wed: 09:00-19:00
4	COVID, Cold and Flu Care Clinic (Pearl Medical Group)	Live	Mississauga	58-3176 Ridgeway Dr Mississauga L5L 5S7	Mon, Wed-Fri: 15:00-20:00 Tues: 09:30-14:30 Sat-Sun: 09:00-16:00
5	Orillia Soldiers' Memorial Hospital	Live	Orillia	170 Colborne St W Orillia L3V 2Z3	Mon-Fri: 11:00-18:30 Sat-Sun: 11:00-14:30
6	Royal Victoria Regional Health Centre - COVID-19 Testing Centre	Live	Barrie	29 Sperling Dr Barrie L4M 6K9	Mon-Sun: 08:00-20:00
7	Huntsville COVID-19 Assessment Centre	Live	Huntsville	20 Park Dr Huntsville P1H 1P5	Mon, Wed, Fri: 09:00-12:00
8	Barrie and Community Family Medicine COVID-19, Cold and Flu Clinic	Live	Barrie	D13-829 Big Bay Point Rd Barrie L4N 0G5	Mon-Fri: 08:00-08:45 & 16:30-21:00 Sat-Sun: 09:00-15:00
9	Dufferin - Caledon COVID-19, Cold and Flu Clinic	Live	Orangeville	100-1 Elizabeth St Orangeville L9W 7N7	Mon-Thu: 17:00-20:00
10	MacKenzie Health	Live	Richmond Hill	10 Trench St Richmond Hill L4C 4Z3	Mon-Sun: 09:00-20:30
11	Markham Stouffville Hospital	Live	Markham	381 Church St Markham L3P 7P3	Mon, Wed, Fri: 09:00-17:00
12	Caledon Centre for Recreation and Wellness	Live	Bolton	14111 Highway 50 Bolton L7E 2V2	Fri: 15:00-19:00

13	Southlake Regional Health Centre	Live	Newmarket	22 Prospect St Newmarket L3Y 3S9	Mon-Sun: 08:00-21:00
14	Four Corners Health Centre	Live	Mississauga	75-7205 Goreway Dr Mississauga L4T 2T9	Mon, Tues, Thurs: 12:00-16:00 Wed, Fri: 08:00-12:00
15	Carefirst-One-Stop Multi-Services Centre	Live	Scarborough	300 Silver Star Blvd Scarborough M1V 0G2	Thur-Fri: 09:30-14:30
16	Carefirst-105 Gibson Centre	Live	Markham	105 Gibson Dr Markham L3R 3K7	Tues, Wed: 10:00-14:30
17	Carefirst-Ebenezer United Church	Jan TBC	Markham	5000 Steeles Ave E Markham L3R 7B4	Mon & Sat: 09:30-14:30
18	Midland Covid Assessment Centre	Live	Midland	3-619 Prospect Blvd Midland L4R 0G3	Mon-Fr: 08:00-16:00
<b>TORONTO REGION</b>					
1	Scarborough Health – General	Live	Scarborough	3050 Lawrence Ave E Scarborough M1P 2V5	Mon-Sat: 09:00-19:00
2	Scarborough Health – University of Toronto	Live	Toronto	2867 Ellesmere Rd Toronto M1E 4B9	Mon-Sun: 08:00-18:30
3	Scarborough Health Network COVID-19 Assessment Centre- Birchmount	Live	Toronto	3030 Birchmount Rd Toronto M1W 3W3	Mon-Sun: 08:00-18:30
4	Humber River Hospital Assessment Centre – Finch site	Live	Toronto	2111 Finch Ave W Toronto M3N 1N1	Mon-Fri: 11:00-19:00 Sat-Sun: 08:00-16:00
5	Michael Garron Hospital	Live	Toronto	825 Coxwell Ave Toronto M4C 3E7	Mon-Sun: 08:00-19:00
6	North York Cough, Cold and COVID Test Clinic	Live	North York	555 Finch Ave W North York M2R 1N5	Mon-Fri: 08:00-20:00 Sat-Sun: 10:00-18:00
7	Women’s College Hospital	Live	Toronto	76 Grenville St Toronto M5S 1B2	Mon-Sun: 08:00-20:00
8	Unity Health – St. Joseph’s Healthcare Centre	Live	Toronto	30 The Queensway Toronto M6R 1B5	Mon-Sun: 08:00-20:00
<b>EAST REGION</b>					
1	Brewer Park Arena (The Ottawa Hospital)	Live	Ottawa	151 Brewer Way Ottawa K1S 5T1	Mon-Fri: 10:30-17:30 Sat-Sun: 08:30-15:30

2	Kingston Assessment Centre	Live	Kingston	51 Heakes Ln Kingston K7M 9B1	Mon-Sun: 09:00-16:00
3	Brockville General Hospital- Memorial Centre	Live	Brockville	100 Magedoma Blvd Brockville K6V 7J5	Mon-Fri: 10:00-17:00 (closed 12:30 - 13:00) Sat-Sun: 10:00-14:00 (closed 12:30 - 13:00)
4	COVID-19 Care and Testing Centre - Moodie	Live	Ottawa	595 Moodie Dr Ottawa K2H 8A8	Mon-Fri: 08:00-15:30 Sat: 08:00-15:00 (COVID testing only)
5	North Durham COVID-19 Assessment Centre - Prince Albert Hall Community Centre	Live	Port Perry	19 Jeffery St Port Perry L9L 1Z4	Mon-Sun: 08:00-16:00
6	North Durham COVID Assessment Clinic - Sunderland Site	Live	Sunderland	217 River St Sunderland L0C 1H0	Mon: 09:00-13:00
7	Clarington COVID-19 Assessment Centre	Live	Bowmanville	2440 Durham Regional Hwy 2 Bowmanville L1C 3K2	Mon, Wed, Fri: 09:00-16:00 Tues, Thur: 12:00-19:00 Sat: 09:00-13:00
8	Downtown Oshawa COVID-19 Assessment Centre	Live	Oshawa	1 Mary St N Oshawa L1G 7W8	Mon-Fri: 09:00-20:00 Sun: 09:00-15:00
9	Central Pickering Assessment Centre	Live	Pickering	1101 Kingston Rd Pickering L1V 1B5	Mon-Fri: 10:00-18:00 Sun: 11:00-15:00
10	Pickering Chestnut Hill COVID Assessment Centre	Live	Pickering	1867 Valley Farm Rd Pickering L1V 3Y7	Mon-Fri: 09:00-19:00 Sat-Sun: 08:00-16:00
11	Whitby COVID19 – Assessment Centre	Live	Whitby	589 Water St Whitby L1N 9J2	Mon-Fri: 09:00-17:00 Sat: 09:00-14:00
12	Ross Memorial Hospital	Live	Lindsay	210 Kent St W Lindsay K9V 2Y8	Mon-Fri: 08:30-16:15
13	COVID-19 CHEO Assessment Centre for Infants, Children and Youth at Brewer Park Arena	Live	Ottawa	151 Brewer Way Ottawa K1S 5T1	Mon-Fri: 10:30-17:30 Sat-Sun: 08:30-15:30

14	East Ottawa Kids COVID Care Clinic	Live	Orleans	4289 Innes Rd 2nd Floor Orleans K1E 0A8	Mon-Fri: 17:00-21:00 Sat-Sun: 09:00-13:00
15	North Grenville / Kemptville COVID-19 Assessment Centre	Live	Kemptville	15 Campus Dr Kemptville K0G 1J0	Mon-Fri: 09:00-17:00 Sun: 09:00-13:00
16	Northumberland Hills Hospital	Live	Cobourg	1000 Depalma Dr Cobourg K9A 5W6	Mon-Sun: 08:00-16:00
<b>NORTH REGION</b>					
1	Nipigon District Memorial Hospital	Live	Nipigon	125 Hogan Rd Nipigon P0T 2J0	Mon-Fri: 07:00-14:30
2	Thunder Bay Regional Health Sciences Centre/Thunder Bay Assessment Centre	Live	Thunder Bay	980 Oliver Rd Thunder Bay P7B 6V4	Mon-Fri: 08:00-16:00 Sat: 10:00-16:00
3	Wilson Memorial General Hospital (Marathon)	Live	Marathon	26 Peninsula Rd Marathon P0T 2E0	Mon-Fri: 14:00-16:00
4	Timmins COVID-19 Assessment Centre	Live	Timmins	651 Ross Ave E Timmins P4N 8P2	Mon-Fri: 08:30-16:00 (closed 12:00 - 13:15) Sat: 08:30-12:00 (13:15-15:15 only as required) Sun: 08:30-15:15 as required
5	Health Sciences North - Assessment Centre	Live	Sudbury	2050 Regent St Sudbury P3E 3Z9	Mon-Fri: 10:00-16:20 Sat-Sun: 09:00-17:00
6	North Shore Health Network - Blind River	Live	Blind River	525 Causley St Blind River P0R 1B0	Mon-Sun: 08:00-18:00
7	North Shore Health Network - Thessalon	Live	Thessalon	135 Dawson St Thessalon P0R 1L0	Mon-Fri: 08:00-16:00
8	Smooth Rock Falls Medical Centre	Live	Smooth Rock Falls	107 Kelly Rd Smooth Rock Falls P0L 2B0	Tues, Thur: 10:00-14:00
9	North of Superior Health Group - McCausland, Terrace Bay	Live	Terrace Bay	20B Cartier Rd Terrace Bay P0T 2W0	Mon-Thur: 10:00-12:00