

Ottawa's Daily Testing Update: October 15, 2020

OTTAWA COVID-19 TESTING TASKFORCE

Updated: October 15, 2020, 3:00 p.m. EDT

Highlights

<p>2,193</p> <p>Swabs taken at assessment centres in Ottawa on October 14</p>	<p>4,097</p> <p>Lab tests performed in Ottawa on October 14¹</p>	<p>1,606</p> <p>Current backlog in tests as of October 14²</p>
<p>17 hours</p> <p>Average turnaround time for a high priority test result on October 14³</p>	<p>3,950</p> <p>Target number of laboratory tests to be performed each day⁴</p>	<p>2.5%</p> <p>Regional positivity rate (Oct. 3 – Oct. 9)⁵</p>

Assessment centres open on Friday, October 16

Location	Hours	
<p>Assessment Centre at Brewer Park Arena <u>151 Brewer Way</u></p>	<p>Everyday 8:30 a.m. to 7:30 p.m.</p>	<p>By appointment</p>
<p>CHEO Assessment Centre at Brewer Park Arena <u>151 Brewer Way</u></p>	<p>Everyday 8:30 a.m. to 7:30 p.m.</p>	<p>By appointment</p>
<p>Coventry Drive-Thru Assessment Centre <u>300 Coventry Road</u></p>	<p>Everyday 10 a.m. to 6 p.m.</p>	<p>By appointment</p>
<p>COVID-19 Care Clinic – Moodie Location <u>595 Moodie Drive</u></p>	<p>Monday to Friday 8:00 a.m. to 3:30 p.m.</p>	<p>By appointment</p>
<p>COVID-19 Care Clinic – Heron Location <u>1485 Heron Road</u></p>	<p>Monday to Friday 8:00 a.m. to 3:30 p.m.</p>	<p>By appointment</p>

¹ Testing data compiled from Eastern Ontario Regional Laboratory Association (EORLA), Public Health Ontario Lab (PHOL) and Bio-Test

² A backlogged test is a specimen that hasn't been analyzed within 24 hours of arriving at the lab (EORLA data only)

³ High priority tests are prioritized for individuals who are identified as a high risk (EORLA data only)

⁴ Targeted lab capacity is predicted daily based on staff, equipment and supplies availability

⁵ The positivity rate is reported in alignment with Ottawa Public Health ([Ottawa Public Health's COVID-19 Dashboard](#), page 5)

Assessment centre highlights

Assessment centre	Responsible lab	Swabs taken on October 14
Assessment Centre at Brewer Park Arena	EORLA	722
CHEO Assessment Centre at Brewer Park Arena	EORLA	507
Coventry Drive-Thru Assessment Centre	PHOL	451
COVID-19 Care Clinic – Moodie Location	EORLA	355
COVID-19 Care Clinic – Heron Location	EORLA	158

Booking a test for those without internet

In alignment with the [Government of Ontario](#), Ottawa's COVID-19 assessment centres have moved to an appointment-based testing model. The transition to online booking will decrease wait times, increase residents' ability to get tested at their convenience and support the accurate planning of operating hours and staffing resources.

It is critical that all members of the Ottawa community have access to a COVID-19 test, including residents at a greater risk and individuals who do not have access to the internet. For those requiring extra support for accessibility reasons, some sites have a phone number that can be used to book an appointment. Additionally, individuals who do not have phone or internet access may book a future appointment in-person at an assessment centre. People experiencing homelessness, who are unable to book an appointment and meet the criteria for testing, may be tested at the assessment centre during regular hours of operation.

Each site's phone number is listed below:

Assessment Centre at Brewer Park Arena

- At this time, the Assessment Centre at Brewer Park Arena **does not** accept same-day appointments by phone.

CHEO Assessment Centre at Brewer Park Arena

- For those requiring extra support for accessibility reasons, please contact CHEO's Patient Experience team at 613-737-7600 x6720.

Coventry Drive-Thru Assessment Centre

- At this time, Coventry **does not** accept same-day appointments by phone.

COVID-19 Care Clinic – Moodie Location

- If you need to book an appointment but do not have access to the internet, please call 613-721-4722.

COVID-19 Care Clinic – Heron Location

- If you need to book an appointment but do not have access to the internet, please call 613-288-5353.

Changes and adjustments to the booking tools will continue to be made over the next 2 - 3 weeks to improve the service. The Taskforce and its partners will make ongoing improvements to further meet the needs of patients and the Ottawa community.

Patients should not go to the emergency department for COVID-19 testing.

Appointment no-shows

Since switching to an appointment-based system on Tuesday, October 6, Ottawa's COVID-19 Assessment Centres have experienced instances of no-shows. We are seeing some individuals book an appointment at multiple sites and then ultimately will not show up to one of their two booked appointments.

Duplicates and no-shows make it a challenge to accurately plan operating hours and staffing resources. To ensure that no-shows do not escalate into a system-wide access issue, **the Taskforce is asking members of the community to only book one appointment at a single site.**

Coventry's hours of operation

Beginning Tuesday, October 13, Coventry Drive-Thru Assessment Centre will have new operating hours. Moving forward, the drive-thru assessment centre will **open at 10 a.m. and close at 6 p.m.**

Who is eligible to get a test at an assessment centre?

There are four reasons to seek testing for COVID-19:

1. You are showing [COVID-19 symptoms](#) **OR**
2. You have been exposed to a confirmed case of the virus, as informed by Ottawa Public Health, or exposure notification through the COVID Alert app **OR**
3. You are a resident or work in a setting that has a COVID-19 outbreak, as identified and informed by Ottawa Public Health **OR**
4. You are eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care

If you are in distress (e.g., significant trouble breathing, chest pain, fainting, or have a significant worsening of any chronic disease symptoms), do not go to an assessment centre or a COVID-19 care clinic. **Go to the nearest emergency department or call 9-1-1.**

For more information

- [Ottawa's COVID-19 Dashboard](#)
- [The Government of Ontario's COVID-19 information](#)
- Other Public Health Units in the Champlain Region:
 - [Leeds, Grenville and Lanark District Health Unit](#)
 - [Eastern Ontario Health Unit](#)
 - [Renfrew County and District Health Unit](#)
- For media inquiries: media@ottawatestingtaskforce.com

About the Ottawa COVID-19 Testing Taskforce

The Ottawa COVID-19 Testing Taskforce coordinates COVID-19 testing efforts across the city. Our work is based on guidance provided by Ontario Health, as part of carrying out the provincial government's testing strategy.

We recognize the demand for testing has accelerated. Members of our community — including parents, long-term care home visitors and essential workers — need a clear and consistent source of information when it comes to *where* to get a COVID-19 test, and *who* should get tested.

To meet this growing and important need, the Taskforce will publish Ottawa's Daily Testing Update to keep the community up-to-date on ongoing testing guidelines and informed about any new directives or changes to Ottawa's assessment centres.

Ottawa COVID-19 Testing Taskforce members

- CHEO
- City of Ottawa, Office of Emergency Management
- Eastern Ontario Regional Laboratory Association (EORLA)
- Hôpital Montfort
- Ottawa Community Health Centres
- Ottawa Public Health
- Public Health Ontario Laboratory (PHOL)
- Queensway Carleton Hospital
- The Ottawa Hospital