

Ottawa's Daily Testing Update: October 28, 2020

OTTAWA COVID-19 TESTING TASKFORCE

Updated: October 28, 2020, 3:00 p.m. EDT

Highlights

1,547 Swabs taken at assessment centres in Ottawa on October 27	3,376 Lab tests performed in Ottawa on October 27 ¹	2,839 Current backlog in tests as of October 27 ²
22 hours Average turnaround time for a high priority test result on October 27 ³	4,232 Target number of laboratory tests to be performed each day ⁴	2.7% Positivity rate in Ottawa residents (Oct. 17 – Oct. 23) ⁵

Assessment centres open on Thursday, October 29

Location	Hours	Book an appointment
COVID-19 Care Clinic – Moodie Location 595 Moodie Drive	Monday to Friday 8 a.m. to 3:30 p.m.	Click here to book an appointment or call 613-721-4722 .
COVID-19 Care Clinic – Heron Location 1485 Heron Road	Monday to Friday 8 a.m. to 3:30 p.m.	Click here to book an appointment or call 613-288-5353 .
COVID-19 Care Clinic – Ray Friel Location 1585 Tenth Line Road	Monday to Friday 8 a.m. to 3:30 p.m.	Click here to book an appointment or call 613-288-5353 .
CHEO Assessment Centre at Brewer Park Arena 151 Brewer Way	Everyday 8:30 a.m. to 7:30 p.m.	Click here to book an appointment or contact CHEO's Patient Experience team at 613-737-7600 x6720 .

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 at Brewer Park Arena <u>151 Brewer Way</u>	Everyday 8:30 a.m. to 7:30 p.m.	Click here to book an appointment or call 613-737-8193 .
Coventry Drive-Thru Assessment Centre <u>300 Coventry Road</u>	Everyday 10 a.m. to 6 p.m.	Click here to book an appointment or call 613-737-8193 .

Assessment centre highlights

Assessment centre	Responsible lab	Swabs taken on October 27
COVID-19 Care Clinic – Moodie Location	EORLA	316
COVID-19 Care Clinic – Heron Location	EORLA	142
COVID-19 Care Clinic – Ray Friel Location	EORLA	180
CHEO Assessment Centre at Brewer Park Arena	EORLA	228
Assessment Centre at Brewer Park Arena	EORLA	408
Coventry Drive-Thru Assessment Centre	PHOL	273

*NEW: Changes to appointment bookings at the CHEO and Coventry Assessment Centres

The CHEO Assessment Centre at Brewer Park Arena has changed when appointment slots are released. Appointments will be available for booking every evening at **7 p.m. for the next day**.

Additionally, the Coventry Drive-Thru Assessment Centre has introduced **same-day appointments**. Moving forward, residents can get a COVID-19 test at the drive-thru assessment centre within two hours of making an appointment.

Both changes came into effect on October 27, 2020.

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

Ottawa's assessment centres and labs continue to have capacity to serve our city's residents and produce timely results. We urge Ottawa residents to book an appointment if they meet the following criteria:

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.**

Encouraging Ottawa's residents to get a COVID-19 test

In recent days, Ottawa's assessment centres have seen a drop in the number of residents getting tested for COVID-19. Testing is the only way to confirm if you have COVID-19. This is important to protect your family and the people you encounter. Testing also tells us how much the virus is circulating in the community and to inform actions to prevent further spread. **Ottawa's COVID-19 Testing Taskforce is urging any resident who needs a test to book an appointment immediately.**

Ottawa's assessment centres have capacity to serve our city's residents. If you need to make an appointment to get a COVID-19 test, there will be one available to you at one of Ottawa's six testing sites. Additionally, with the move to appointment-based testing, there are no longer long lines or wait times. Ottawa's labs have also significantly cut down the number of backlogged tests and results are being turned around in as little as 24 hours.

If you are experiencing COVID-19 symptoms, have been in close contact with someone who tested positive for COVID-19, or if you were alerted of a high risk contact by Ottawa Public Health or through the COVID Alert App, book an appointment immediately. You are putting your loved ones and community at risk by waiting a day or two days to see if your symptoms improve.

Our actions over the next few weeks will ultimately shape Ottawa's next few months. We are all in this together and we all play an important role in keeping each other safe.

Understanding Ottawa's testing backlog

Ottawa's testing backlog is calculated by EORLA and fluctuates on a daily basis depending on testing demand within the community, the day of the week, and when specimens are received at the lab. As an example, the backlog typically increases towards the end of the week and it accounts for specimens that are received late in the evening for processing the following day. EORLA is continuing to strategize and plan for future demand by implementing new resources and staffing to grow daily testing capacity.

This fluctuation is also consistent with testing turnaround times, as this number is impacted daily based on the availability of staff, equipment and resources. The Taskforce is closely monitoring testing data to evaluate current strategies, identify potential issues and plan for increased capacity.

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, 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.

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 residents and the Ottawa community.

Residents 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 impact access for others who are also trying to book an appointment and 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.**

If you have booked an appointment that you no longer need, please follow the instructions in your confirmation email to cancel your appointment so that others may use that time slot.

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
- Kids Come First Health Team
- Ottawa Community Health Centres
- Ottawa Health Team - Équipe Santé Ottawa
- Ottawa Public Health
- Public Health Ontario Laboratory (PHOL)
- Queensway Carleton Hospital
- The Ottawa Hospital