Important information about the COVID-19 Kids Come First Care Clinic

01/1/2022

The COVID-19 Kids Come First Care Clinic at Brewer Park Arena welcomes children and youth between the ages of 2 months and 18 years. The clinic is for children and youth who are experiencing a new symptom such as fever, cough, vomiting, belly pain, earache, or sore throat. This clinic is by appointment for an in-person assessment by CHEO’s collaborative assessment team.

The clinic is operated by the Kids Come First Health Team, in partnership with community physicians, CHEO, Ottawa Public Health (OPH) and the City of Ottawa.

Important: You do NOT need to contact Ottawa Public Health before going to this care clinic. You do not need to meet the criteria for COVID swabbing to be seen by the team at this clinic.

Coming as a family?

Parents and caregivers may book appointments for multiple children under 18 years of age, but each child must have a separate booking. In this case, please show up for the earliest appointment.

Book your appointment at Kids Come First Care Clinic at Brewer Park Arena

Click here to book at appointment at the Kids Come First COVID-19 Care Clinic at Brewer Park Arena (for children and youth with a new symptom such as fever, cough, vomiting, belly pain, earache, or sore throat).

If you require extra support for accessibility reasons, have concerns or compliments, please contact CHEO’s Patient Experience team at 613-737-7600 x6720.

To cancel an appointment, email testinginquiries@cheo.on.ca.

Important information about booking an appointment

The appointments for children and youth at the clinic are reserved for online bookings. Scheduled appointments help minimize a family’s time on site and allow crowd size to be reduced and physical distancing to be maintained.

Please ensure the information you are providing at the time of booking is correct before booking your appointment. ** Please note that you must provide your child’s information exactly as it appears on their health card.

Appointments are reserved for children and youth who need an assessment within the next 1 - 3 days.
Important information about attending your appointment

Please bring the email confirmation of your appointment, either printed or displayed on your phone.

Bring your health card or proof of health coverage. Those without health coverage can still be seen.

Plan to arrive in the parking lot at Brewer Park Arena or alternate parking sites (see the location map below) no more than 20 minutes before your scheduled time and then make your way to the CHEO tent for your scheduled time.

Those arriving more than 30 minutes late for their appointment may not be able to be seen and may have to re-book.

Bring distractions for you and your child. The arena is busy and urgent assessments can occasionally result in longer wait times.

Location and hours
Brewer Park Arena, 151 Brewer Way

Hours of operation:
- Monday to Friday: 8:30 am to 5:30 pm
- Saturday and Sunday: 8:30 am to 3:30 pm

Note: Accessed from Bronson Avenue opposite Carleton University. Parking is available at the Brewer Park Arena. Overflow parking is also available on the south side of the Brewer Park baseball diamonds and in parking lot P5 at Carleton University where fees have been temporarily waived (seemap). Parking on neighbourhood streets may result in ticketing.
Frequently asked questions about the COVID-19 Kids Come First Care Clinic at Brewer Park Arena

Who can be seen by a physician? Does my child need to have symptoms?
The clinic is for children and youth with a new symptom such as fever, cough, vomiting, belly pain, earache, or sore throat who need an assessment within the next 1 - 3 days. In most children, these symptoms are caused by a respiratory virus, including COVID-19, and can be managed at home with advice from your family doctor, nurse practitioner or pediatrician following a telephone or virtual visit with them. Please be sure to seek care from them first.

Assessments at the Kids Comes First COVID-19 Care Clinic will be performed by a member of CHEO’s collaborative assessment team. All children will see a pediatric nurse for a comprehensive assessment and those with more complicated histories, serious symptoms or concerning vital signs will be referred to the on-site physician for an additional assessment at the clinic.

If the child or youth is critically ill, they should go to the CHEO Emergency Department. Physicians at the Kids Come First Care Clinic cannot care for any injuries.

You may book at appointment to be assessed at the COVID-19 Kids Come First Care Clinic.

What tests can be done at the COVID-19 Kids Come First Care Clinic?
The clinic currently has the ability to complete throat swabs (for sore throat), urine tests (for children who are able to provide a sample (no bags or catheters), COVID testing and glucose. The clinic does not have a dedicated lab or x-ray.

COVID-19 testing will only be performed for those children who meet the current eligibility criteria available here. Most children no longer qualify for testing. Please do not book a clinic appointment just to get a test.

How young can my child be?
Children 2 months of age and older can be seen at the COVID-19 Kids Come First Care Clinic at Brewer Park Arena. Children less than 2 months of age need to be taken to CHEO’s Emergency Department.

Can I book an appointment for my 18-year-old?
No. The booking system only allows appointments to be made for children and youth between 2 months and the day before their 18th birthday. Children under 2 months of age must visit CHEO’s Emergency Department.

Do I need to book an appointment?
Yes. The clinic is by appointment only.
How do I book an appointment?
Click here to book an appointment at the COVID-19 Kids Come First Care Clinic.

How do I cancel an appointment?
To cancel an appointment, as soon as you know, please forward your confirmation email to testinginquiries@cheo.on.ca and tell us you want to cancel your appointment.

How many children and youth in my family can be seen?
There is no limit to how many children and youth in a family can be seen, provided that each has a new symptom, such as fever, cough, vomiting, belly pain, earache, or sore throat. Each child or youth needs to have their own appointment.

What if my family members have different appointment times?
All family members with appointments are asked to show up for the earliest appointment.

Can I bring other people in my family for the appointment?
A parent or caregiver should only bring the children and youth who have appointments. If a sibling is healthy and does not need to be assessed by a physician, do not bring them to the appointment.

What can I expect when I arrive for my appointment?
In total, you can expect to be in the arena for around 60-90 minutes. These are the steps you will go through when you are at Brewer:

- Before entering the arena, CHEO staff will confirm your appointment and put you in line according to your appointment time. CHEO staff will ask about symptoms and some other information, to determine where you should be directed.
- You enter the arena, where you wait your turn to register.
- You register with a CHEO clerk who asks for and verifies important information.
- You are assessed by a COVID-19 Kids Come First Care Clinic nurse. At this point you will be asked about symptoms and exposures to COVID-19. The nurse will take vital signs (heart rate, temperature, oxygen saturation) and listen to your breathing.
- You will receive additional education about how to manage symptoms at home and when to be concerned. In some cases, an additional assessment by the on-site physician will be conducted.
What do I need to bring with me?

Please bring a valid health card or insurance information, email confirmation of your appointment, the tracking number from public health (if public health has given you one) and anything else that you might need while you wait to be seen.

What if I need a COVID-19 test?

If the assessment determines that the child or youth needs to be tested for COVID-19 according to the strict eligibility criteria, the test will be done as part of your appointment. Most children no longer qualify for a test.

How will I access my COVID-19 test results?

All test results will be made available through the provincial COVID-19 Test Results site and can be accessed using a valid health card. If you are signed up for CHEO’s MyChart (which is different than the MyChart for patients of The Ottawa Hospital), your test results notification will also be emailed to you.

At the time of your appointment, you will be given information about how to sign up for CHEO’s MyChart. If the result of a COVID-19 test is positive, a member of CHEO’s staff will notify you by calling the phone number provided when you registered for your appointment.

What type of swabbing method is used at the COVID-19 CHEO Testing Centre at Brewer Park Arena?

Children have the option of having a nasopharyngeal swab (NP swab) or the newer buccal/oral/nasal (BON) swab. Many children find the BON swab easier to tolerate. Some children and youth may be able to do the swab themselves. More information about this technique can be found by watching this video.

Do I need to be referred by my family physician or public health?

Please consult your primary health-care provider first (e.g., family doctor, nurse practitioner or pediatrician). In most children, common symptoms of illness can be managed at home with advice from your family doctor, nurse practitioner or pediatrician following a telephone or virtual visit with them. Please be sure to seek care from them first.

You do not need a referral for an appointment. However, if you have been contacted directly by public health and told to be tested as a close contact of a known case, you will be given a tracking number. You must bring this tracking number with you to ensure your results are tracked back to the case you were exposed to.
Is the COVID-19 Kids Come First Care Clinic accessible? What about for children with developmental and behavioral exceptionalities?

Yes, it is accessible for people with physical disabilities. We also have some expert staff onsite to work with children and youth with developmental and behavioral exceptionalities. They will work with you to minimize your time at the clinic and address the unique needs of your child or youth. When you arrive, please indicate to staff at Brewer that you would like additional support.

Do I need to wear a mask?

The safety of all patients, their loved ones, staff and physicians is our highest priority. All patients and accompanying adults visiting the COVID-19 Kids Come First Care Clinic at Brewer Park Arena will be asked to wear a mask throughout the visit (while waiting in line, when interacting with health-care providers and during testing). Exceptions are made for young children and those with health conditions making it impossible to wear a mask.

Can I still be seen if I’m late to my appointment?

Staff at the COVID-19 Kids Come First Care Clinic at Brewer Park Arena will do their very best to accommodate everyone with a pre-booked appointment. If you are more than 30 minutes late to your appointment, there is no guarantee that you will be seen, and you may be asked to re-book.

How long will it take to be seen once I arrive for my appointment?

We aim to complete your appointment within 60-90 minutes of your arrival. There may be delays due to unforeseen circumstances.

When should I plan to arrive for my appointment?

Please plan to arrive a few minutes earlier than your appointment time to find parking and walk to the entrance. You will not be admitted to the facility early.

Can I book an appointment at the COVID-19 Kids Come First Care Clinic at Brewer Park Arena over the phone?

If you require extra support for accessibility reasons, please contact CHEO’s Patient Experience team at 613-737-7600 x6720. A very limited number of walk-in slots are also held for residents without internet access.

I'm having issues booking an appointment through the online booking system. What should I do?

Please contact testinginquiries@cheo.on.ca with details of your problem and your contact information, including a number you can be reached at. A member of our team will contact you as soon as they can, usually within 24 hours.