



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

12/15/2020

The COVID-19 Kids Come First Care Clinic at Brewer Park Arena welcomes children and youth between the ages of 6 months and 18 years. The clinic is for children and youth who are experiencing a new symptom such as fever, cough, vomiting, belly pain, ear ache, or runny nose. This clinic is by appointment for an in-person assessment by a physician.

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 a physician at this clinic.

Coming as a family?

If testing is indicated, parents and caregivers who are accompanying children and youth may be tested at this location. Adults accompanying children and youth do not need to book an appointment.

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, ear ache, or runny nose).

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.

Location and hours:

Brewer Park Arena
151 Brewer Way
Hours of operation:

- Monday to Thursday: 8:30 am to 7:30 pm
- Friday to Sunday: 8:30 am to 3:30 pm

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 needing to be seen by a physician within the next 24 hours.

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 on next page) 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 by a physician and may have to re-book (you can still get tested for COVID-19 if needed).

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

Book your appointment at COVID-19 Kids Come First Care Clinic at Brewer Park Arena

[Click here to book at appointment](#) at the COVID-19 Kids Come First Care Clinic at Brewer Park Arena (for children and youth with a new symptom such as fever, cough, vomiting, belly pain, ear ache, or runny nose). To cancel an appointment, email testinginquiries@cheo.on.ca.

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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 (see map). 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, ear ache, or runny nose who should be seen by a physician within 24 hours. 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 by a physician 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.

How young can my child be?

Children 6 months of age and older can be seen by a physician at the COVID-19 Kids Come First Care Clinic at Brewer Park Arena. Children less than 6 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 six months and the day before their 18th birthday. Children under 6 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 by a physician, provided that each has a new symptom, such as fever, cough, vomiting, belly pain, ear ache, or runny nose. 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 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 (again), your public health tracking number (if you have one), and a history related to any potential COVID-19 contact.

You will be directed to an area where the in-person assessment by a physician is done.

You will receive additional education about what happens next.

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 by a physician.

What if I need a COVID-19 test?

If the physician's assessment determines that the child or youth needs to be tested for COVID-19, the test will be done as part of your appointment.

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. Ottawa Public Health (OPH) will also be contacting you if your test result is positive, to complete contact tracing and advise you further.

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

A nasopharyngeal swab (NP swab) is done on all children, unless there are medical reasons that make it unsafe. NP swabbing is the most accurate testing approach.

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). 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 by a physician once I arrive for my appointment?

We aim to complete your appointment within 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?

No. All appointments must be booked through the [online booking form](#). Once you have submitted the form, a clerk will contact you within 60 minutes with your appointment date and time. The clerks work from 8 am to 8 pm, 7 days per week.

I submitted a request for an appointment with the COVID-19 Kids Come First Care Clinic, but nobody contacted me within 60 minutes. What should I do?

Please check in your junk mail. If you can't find the email confirmation there, please contact testinginquiries@cheo.on.ca.

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.