



Important information about the COVID-19 Care and Testing Centres

11/09/2020

The COVID-19 care and testing clinics are out-of-hospital clinics where people will be assessed by a healthcare provider, tested, and treated for respiratory illness, if required. Visits are by appointment only. They are equipped to do basic diagnostic tests, such as chest X-rays and lab tests. The Care and Testing Clinic will help people get treatment they require for respiratory illness, while helping keep Emergency Departments available for other emergencies.

You should come to the COVID-19 Care and Testing Clinics if:

- You have escalating symptoms of respiratory illness, including a fever or worsening cough and flu-like symptoms, and
- Are in need of medical attention

Please note: The COVID-19 Care and Testing Clinics are available by appointment only.

The reservation system will be launched in English only so that the service will be available as soon as possible to the population of the region. We are working closely with the company that developed the reservation system so that the French version is available as soon as possible.

Location and hours:

Heron Location

1485 Heron Road

Monday to Friday, 8 am to 3:30 pm

Note: The clinic is located on the corner of Heron and Baycrest, in the same compound as the Federal Study Centre

Moodie Location

595 Moodie Drive

Monday to Friday, 8 am to 3:30 pm

Note: The easiest way to access the West COVID Care and Testing Clinic is to access Moodie Drive from Hunt Club. The alternative is to use Old Richmond Rd and then turn on to Arnold Drive to access Moodie Drive.

Ray Friel Location

1585 Tenth Line, Orléans

Monday to Friday, 8 am to 3:30 pm

Note: The clinic is in the Ray Friel Recreation Complex.

Please read the following before booking an appointment at a COVID-19 Care and Testing Clinic

Important information about booking your appointment:

- Online scheduling will be available through a website and booking app, with two options for your visit:
 - Swab only: For those with mild symptoms who only need a test
 - Physician visit with or without swab: For those who have chest pressure or discomfort, difficulty breathing or a sore throat
- Please ensure the information you are providing is correct before booking your appointment.
- Appointments are released Monday to Friday at midnight on the online booking website.
- Appointments can be made 48 hours in advance. This is subject to change as we work to improve the service over the next 2-3 weeks.

Important information about attending your appointment:

- The average length of time of your appointment will be around an hour, depending on if your visit is scheduled as an individual or as a family.
- Please plan to arrive in the parking lot no more than 20 minutes before your scheduled time and then make your way to the entrance for your scheduled time.
- Those arriving more than 15 minutes late for their appointment may not be able to be tested and may have to re-book.
- When you arrive, open the Convey app (available on the [App Store](#) and [Google Play Store](#)) and it will automatically check you in.
- Please bring your health card or proof of health coverage. Those without health coverage can still be seen.
- If you need to book an appointment but do not have access to the internet, or have special accessibility needs, please call dial 613-288-5353 for Heron and Ray Friel COVID-19 Care and Testing Clinics, and 613-721-4722 for the COVID-19 Care and Testing Clinic on Moodie. Note: reservations for these numbers are limited and are reserved for those who do not have Internet access and have special accessibility needs.

Please only book one appointment at a single site and cancel your appointment if you plan on no longer attending.

[Book your appointment at the COVID-19 Care and Testing Clinic on Heron Road](#)

Individuals who need to book an appointment but do not have access to the internet can call 613-288-5353.

[Book your appointment at the COVID-19 Care and Testing Clinic on Moodie Road](#)

Individuals who need to book an appointment but do not have access to the internet can call 613-721-4722.

[Book your appointment at the COVID-19 Care and Testing Clinic at Ray Friel](#)

Individuals who need to book an appointment but do not have access to the internet can call 613-288-5353

Frequently asked questions about COVID-19 Care and Testing clinics

How do I book an online appointment?

1. Go to the online booking website for the clinic on Heron Road, Moodie Road or Ray Friel and fill in your information to register.
2. Click on “book appointment” in the top menu.
3. Choose which Care and Testing Clinic to go to: Moodie, Heron or Ray Friel.
4. Choose which type of visit you want: Swab only or Physician & Swab.
5. Select an appointment slot.
6. Answer the COVID-19 screening questions.
7. Confirm your appointment. You will get an email confirmation.
8. You will get a text message explaining how to download the Savience Convey app. Note: the app is needed to check in to your appointment.
9. When you arrive at the Care and Testing Clinic for your appointment, please open the Convey app to check in to your appointment. This will notify the staff that you have arrived.

When are the new appointment times released?

Appointments are released Monday to Friday at midnight on the online booking website.

How far in advance do you take bookings?

Appointments can be made 48 hours in advance. This is subject to change as we work to improve the service over the next 2-3 weeks.

How long is the appointment?

The average length of time of your appointment will be around an hour, depending on if your visit is scheduled as an individual or as a family. Please ensure you arrive on-time to begin the screening process and allow yourself time to check in on the Convey app. We ask for your patience as unexpected delays may occur.

What is the criteria to get testing at the Care and Testing Clinics?

People should only seek testing at assessment centres if they meet the criteria:

- Are showing COVID-19 symptoms;
- Have been exposed to a confirmed case of the virus, as informed by your public health unit or exposure notification through the COVID Alert app;
- Are a resident or work in a setting that has a COVID-19 outbreak, as identified and informed by your local public health unit;
- Are eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care.

What if I want to cancel my appointment?

Open the Convey app (available on the App Store and Google Play Store) or website, go to “My appointments” in the menu, click on your appointment, and click cancel.

What if I booked the wrong time or chose the wrong Care and Testing Clinic by accident?

You are able to cancel your appointment on the Convey app (available on the App Store and Google Play Store), and book another one through it with the correct time or site.

What kinds of appointments are available?

Online scheduling will be available through a website and booking app (available on the App Store and Google Play Store), with two options for your visit:

- Swab only: For those with mild symptoms who only need a test
- Physician visit +/- Swab: For those who have chest pressure or discomfort, difficulty breathing or a sore throat

Can I make appointments for my family, or is the appointment just for me?

Yes, you are able to make an appointment for your family. When you are choosing the type of appointment you want to make – COVID Swab visit or COVID Physician Assessment and Swab Visit – there is the option for an Individual booking or a Family booking.

What if I am unable to access the internet to book my appointment?

If you do not have internet access, please call 613-288-5353 for assistance with the Heron and Ray Friel clinics, or 613-721-4722 for assistance with the Moodie clinic. Please note that there is a limited amount of bookings through this phone number.

Can I use this online booking website for all of the COVID-19 sites in Ottawa?

No, this specific website is for the Care and Testing Clinics run by Hôpital Montfort and Queensway Carleton Hospital. Appointments for the COVID-19 testing sites at Coventry and Brewer are made through their online booking system.

What if I'm having technical difficulties or special accessibility needs?

For technical assistance (i.e. registration or password issues) or accessibility needs, please dial 613-288-5353 for an appointment at the Heron Road Clinic or the Ray Friel Clinic. For the COVID-19 Care and Testing Clinic on Moodie Road, call 613-721-4722.