



Important information about the COVID-19 Drive-thru Assessment Centre on Coventry Road

11/09/2020

The COVID-19 drive-thru Assessment Centre on Coventry Rd. is an out-of-hospital testing site where people with pre-booked appointments can get tested by a health-care provider from their cars. It is operated by The Ottawa Hospital, in partnership with Ottawa Public Health and the City of Ottawa.

The Drive-thru Assessment Centre on Coventry Rd. is available by appointment only.

Please ensure you meet testing criteria and read the following important information before booking your appointment at the Drive-thru 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.

Important information about booking an appointment:

This is a drive-through location. You must have a vehicle to attend your appointment.

Individuals booking an appointment must meet testing criteria.

Walk-ins will not be accepted. An appointment must be booked in advance.

Please ensure the information you are providing is correct before booking your appointment.

Minors under the age of 14 will not be tested at this location.

Each individual in the vehicle must book an appointment on the same day using their own personal information for their appointment slot. A maximum of four people per vehicle can be tested.

Vehicles must be no taller than 7.5 feet to fit in the covered testing area.

To cancel an appointment at the COVID-19 Drive-thru Assessment Centre on Coventry Road, please email: DTTI@toh.ca.

Important information about attending your appointment:

Ensure vehicles are turned off when directed to do so by health care providers.

The drive-through testing site on Coventry Rd. is available by appointment only. If you do not have an appointment, you will be directed to another testing centre.

Please ensure all members in the vehicle being tested bring and produce an Ontario health card on request. If you do not have a valid health card, you will be directed to another testing centre.

All passengers must wear a mask.

Please show up as close as possible to your scheduled appointment time.

All passengers must remain in the vehicle at all times.

Inappropriate language or behaviour will not be tolerated and will result in declined testing.

Please drive with extra caution and follow all posted signage while attending your appointment. The safety of you, and the health care providers, is our highest priority.

For the safety of our patients and staff, no motorcycles, scooters or bicycles will be permitted.

Please only book one appointment at a single site and cancel your appointment if you plan on no longer attending. By booking an appointment at the COVID-19 Drive-thru Assessment Centre, you acknowledge that you meet testing criteria and have read the above information.

[Book your appointment](#)

The Ottawa Hospital manages the online appointment booking system and the above booking form. If you have difficulties accessing the form please email: testinginquiries@toh.ca.

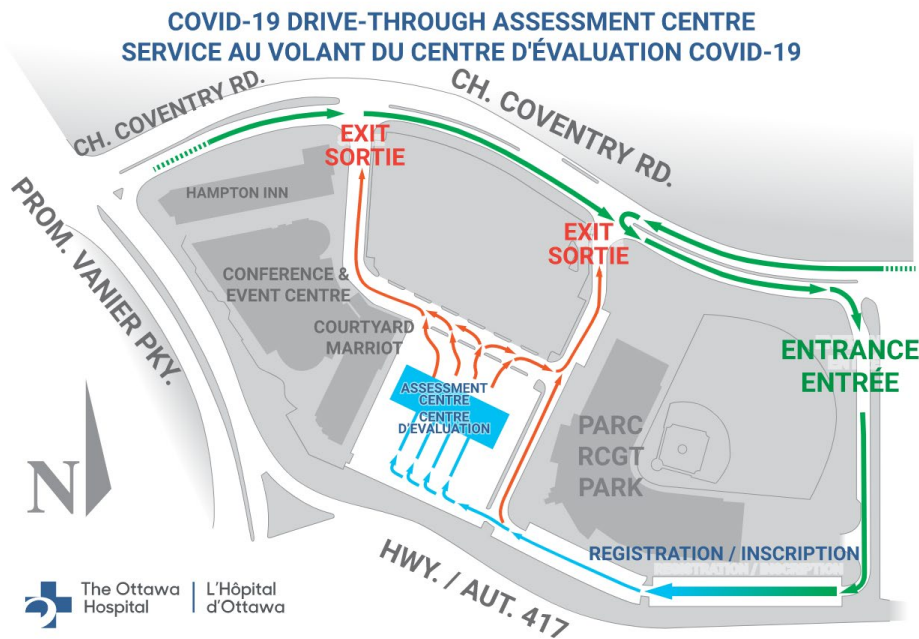
Location and hours:

COVID-19 Drive-thru Assessment Centre

300 Coventry Rd, Ottawa

Open 10 am to 6 pm, 7 days a week.

The Drive-thru Assessment Centre on Coventry Rd. is available by appointment only.



Frequently asked questions about the Drive-thru Assessment Centre How does the COVID-19 Drive-thru Assessment Centre work?

Patients will remain in their vehicle for the duration of their testing. Patients with appointments will be directed to drive to a testing area, where a test will be administered. The assessment centre includes signage and security personnel to direct patients to the appropriate waiting and testing areas.

Do I need to book an appointment?

Yes, you will need to book an appointment for testing at the COVID-19 Drive-thru Assessment Centre.

Do I need to be referred by my family physician?

No, you do not need a referral for this test.

How do I book an appointment?

Book an appointment for testing at the COVID-19 Drive-thru Assessment Centre.

Is the centre accessible?

The entire process will take place from your car, so you will not need to exit your vehicle for testing.

Can I walk in for testing?

The COVID-19 Drive-thru Assessment Centre will only be accessible by car. If you do not have a vehicle or valid OHIP card, you can visit one of the three other assessment centres in Ottawa or follow Ottawa Public Health on Twitter or Facebook for information on mobile clinics.

How many people can I bring in my car?

A maximum of four people per vehicle can be tested. All those being tested must have an appointment on the same day.

What if the people in my car have different appointment times?

Up to four people per car can be tested, provided they all have appointments on the same day. Please show up for the earliest appointment and all will be tested then.

Can I bring other people in my car if I'm the only one getting tested?

If you are symptomatic, it is best to limit your contact with others. You are encouraged to attend the appointment by yourself or only with those who are also getting tested.

What do I need to bring with me?

Please bring a valid OHIP card, email confirmation of your appointment, and anything else that you might need while you wait to be tested.

Can children be tested?

Minors under the age of 14 will not be tested at this location. Children over six months can be tested and assessed for COVID-19 at either an assessment centre or a care and testing clinic. Children under six months of age need to be taken to CHEO.

How will I access my results?

Negative test results will be made available through the provincial COVID-19 Test Results site using your valid OHIP card. If you receive a positive result, OPH will notify you by calling the phone number provided when you registered for your appointment.

Do I need to wear a mask?

The safety of all patients, their loved ones, staff and physicians is our highest priority. Patients visiting the COVID-19 Drive-through Assessment Centre in their car will be asked to wear a mask when interacted with health care providers and during testing.

Can I still be tested if I'm late to my appointment?

Assessment centre staff will do their best to accommodate everyone with a pre-booked appointment. If you are late to your appointment, there is no guarantee that you will be tested.

How long will it take to get tested once I arrive for my appointment?

Once you arrive for your appointment, you will be tested within 30 minutes. There may be delays due to unforeseen circumstances.

When should I plan to arrive for my appointment?

Please plan to arrive at the time of your appointment.

Security and signage will be onsite to help regulate the flow of cars and minimize and traffic congestion. Vehicles must access the centre from eastbound on Coventry Road.

Can I book an appointment at the drive-through assessment centre over the phone or via email?

No. All appointments for the drive-through assessment centre must be booked through the online booking system on Ottawa Public Health's website.

There aren't any appointments available online. How do I book an appointment to be tested?

Appointments are released two days in advance. If there aren't any available when you're looking online, check back the following day when more appointments have been released.

If you would like to be tested immediately, please visit one of the other three assessment centres in Ottawa.

I booked an appointment but didn't receive a confirmation email or number. How do I know if my appointment went through?

If you have not received a confirmation email or number, your booking was not successfully completed. Please exit the page and try again.