



## Important Information about the Moodie COVID-19 Care and Testing Centre

11/12/2021

The Moodie COVID-19 Care and Testing Centre is an out-of-hospital clinic where people will be assessed by a health care provider, tested, and treated for respiratory illness, if required. The care and testing centre is equipped to do basic diagnostic tests, such as chest X-rays, EKGs, basic blood work and COVID-19 testing. The Moodie COVID-19 Care and Testing Centre will help people get treatment they require for respiratory illness, while helping keep Emergency Departments available for other emergencies.

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

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

Please note: The COVID-19 Care and Testing Centre is available by appointment only. The online booking system for appointments is available at [OttawaPublicHealth.ca/CovidTesting](https://OttawaPublicHealth.ca/CovidTesting) or [gch.on.ca/COVIDCareClinic](https://gch.on.ca/COVIDCareClinic).

### **Please read the following before booking an appointment at the Moodie COVID-19 Care and Testing Centre**

#### **Location and hours:**

595 Moodie Drive

Monday to Friday, 8:00 am to 3:30 pm

Saturdays, 8:00 am to 3:00 pm (COVID-19 testing only)

*Note: The easiest way to access Care and Testing Centre is to access Moodie Drive from Hunt Club. The alternative is to use Old Richmond Road and then turn on to Arnold Drive to access Moodie Drive.*

#### **Important information about booking an appointment:**

- Online scheduling will be available through a booking website, with two options for your visit:
  - Swab only: For those who only need a test due to contact with a positive case, surveillance or minor symptoms.
  - Physician visit with or without swab: For those who have symptoms such as chest pressure or discomfort, difficulty breathing or a sore throat who wish to be assessed by a physician.
- 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 for swab visits and 24 hours in advance for care visits.
  - Appointments for individuals under 16 years old must be booked by their parent or guardian.
- [Click here](#) to book an appointment or call 613-721-4722 (please note that there is a limited number of bookings through this phone number)

- To cancel your appointment, go to the online booking website and log into your account. Go to “My appointments” in the menu, click on your appointment, and click cancel. If you do not have internet access, please call 613-721-4722 for assistance.

### **Important information about attending your appointment:**

- The average length of time of your appointment will be between half an hour to an hour. A physician care visit may take longer depending on the tests and care required.
- Please plan to arrive in the parking lot no more than 10 minutes before 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.
- Please bring your health card or proof of health coverage. Those without health coverage can still be seen.
- All patients will be given a medical grade mask upon arrival and the mask must be worn at all times in the centre.
- Inappropriate language or behaviour will not be tolerated and will result in declined testing.

**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 Centre on Moodie Road.](#) Individuals who need to book an appointment but do not have access to the internet can call 613-721-4722.

## **Frequently asked questions about the Moodie COVID-19 Care and Testing Centre**

### **How do I book an online appointment?**

1. Go to the [online booking website](#) for the Moodie COVID-19 Care and Testing Centre and fill in your information to register.
2. New users will receive a validation email. Please check your spam folder if an email does not appear shortly after creating an account.
3. Log-in into your account.
4. Click on “book appointment” in the top menu.
5. Choose which type of visit you want: Swab only or Physician & Swab.
6. Select an appointment slot.
7. Confirm your appointment. You will get an email or text confirmation.

### **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 for swab visits and 24 hours in advance for care visits.

### **What if I want to cancel my appointment?**

Go to the online booking website, go to “My appointments” in the menu, click on your appointment, and click cancel.

If you booked your appointment by phone, please call 613-721-4722 to cancel your appointment.

**What if I booked the wrong appointment by accident?**

Cancel your appointment by logging into your account and booking another appointment with the correct time. If you booked your appointment by phone, please call 613-721-4722 to cancel your appointment.

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

If you do not have internet access, please call 613-721-4722. Please note that there is a limited number of bookings through this phone number.

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

For technical assistance (i.e., registration or password issues) or accessibility needs, please call 613-721-4722.

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

No, this specific website is for the Moodie COVID-19 Care and Testing Centre run by Queensway Carleton Hospital. Appointments for the other COVID-19 testing sites in Ottawa can be made through their online booking systems found at [OttawaPublicHealth.ca/CovidTesting](https://OttawaPublicHealth.ca/CovidTesting).

**What kinds of appointments are available?**

There are two options for your visit:

- Swab only: For those who only need a COVID-19 test
- Physician visit +/- Swab: For those who have chest pressure or discomfort, difficulty breathing or a sore throat

**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. We ask for your patience as unexpected delays may occur.

**Where can I find my test results?**

Test results for the Moodie COVID-19 Care and Testing Centre can be found through the online Connected Care Patient Portal. During your appointment at the centre, you will be given a paper with login instructions for the Patient Portal. Please note that a valid email address is required to sign-up for the Connected Care Patient Portal.