



Important Information about the East Ottawa Kids COVID Care Clinic

11/05/2021

The East Ottawa Kids COVID Care Clinic is an out-of-hospital clinic that offers assessments by a health care provider, COVID-19 testing, and treatment for a respiratory illness, if required. The clinic is for children and youth between the ages of 2 months and 17 years 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 a physician.

The clinic is operated by the Ottawa Medical Group in partnership with the Kids Come First Health Team, which includes CHEO.

Important: You do NOT need to contact Ottawa Public Health before going to this clinic. You do not need to meet the criteria for COVID-19 testing to be seen by a physician at this clinic. However, if you wish to be tested for COVID-19 during the appointment, you must meet the [current eligibility criteria](#).

Important information about booking an appointment:

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. You must provide your child's information exactly as it appears on their health card.

Appointments are reserved for children and youth between the ages of 2 months and 17 years needing to be seen by a physician within the next 1-3 days. Testing will be offered to patient as well as to accompanying family members if they qualify.

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.

Please plan to arrive in the parking lot no more than 15 minutes before 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.

Book your appointment at the East Ottawa Kids COVID Care Clinic:

[Click here](#) to book at appointment at the East Ottawa Kids COVID Care Clinic (for children and youth with a new symptom such as fever, cough, vomiting, belly pain, earache, or sore throat).

If you need to book an appointment but do not have access to the internet, please call 613-566-4470.

To cancel an appointment, please call 613-566-4470.

Location and hours:

Ottawa Medical Group (2nd Floor)
4289 Innes Road, Orléans
K1E 0A8

Open Monday to Friday, 5:00 pm to 9:00 pm

Open Saturday and Sunday, 9:00 am to 1:00 pm

Frequently asked questions about the East Ottawa Kids COVID Care Clinic

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 to be seen by a physician within 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, virtual or in-person visit with them. Please be sure to seek care from them first.

If the child or youth is critically ill, they should go to the CHEO Emergency Department.

Physicians at the East Ottawa Kids COVID Care Clinic cannot care for any injuries. They cannot provide ongoing primary care for your child, including immunizations, assessment for chronic problems, or advice on growth, development, or mental health concerns. They cannot renew routine prescriptions prescribed by another physician.

What tests can be done at the East Ottawa Kids Care Clinic?

The clinic can complete throat swabs (for sore throat), urine tests (for children who are able to provide a sample e.g., no bags or catheters), COVID-19 testing and glucose testing. The clinic also has a dedicated lab and x-ray.

How young can my child be?

Children 2 months of age and older can be seen by a physician at the East Ottawa Kids COVID Care Clinic.

Can I book an appointment for my 18-year-old?

No. The clinic provides assessments and COVID-19 testing for children and youth between the ages of 2 months and 17 years old.

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 East Ottawa Kids COVID Care Clinic.

You will have two appointment options:

1. **Book assessment:** Select this option to book a COVID-19 assessment and swab with a physician.
2. **Book swab:** Select this option to book a COVID-19 test for your child.

If you need to book an appointment but do not have access to the internet, please call 613-566-4470.

How do I cancel an appointment?

To cancel an appointment, please call 613-566-4470.

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

Please call 613-566-4470 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.

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, 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. We will do our best to accommodate you as a family.

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.

If another parent, caregiver or sibling with COVID-19 symptoms requires testing, this will be arranged to occur outside.

What can I expect when I arrive for my appointment?

In total, you can expect to be in the clinic for around 90 minutes.

These are the steps you will go through when you are at the clinic:

- When you enter the clinic, a staff member will first confirm your appointment time and will ask about symptoms and some other information, to determine where you should be directed.
- You will then register with a staff member who asks for and verifies important information.
- You are assessed by a 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, 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.

Please do not eat or drink inside the clinic.

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.

It is important that you do not eat, drink, or chew gum for 30 minutes prior to your 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 (covid-19.ontario.ca) and can be accessed using a valid health card. If the result of the COVID-19 test is positive, Ottawa Public Health (OPH) will contact you to complete contact tracing and advise you further.

If you are having trouble accessing your result through the provincial portal, please call 613-566-4470.

What type of swabbing method is used at the East Ottawa Kids COVID Care Clinic?

All tests will be conducted by the family using Do-It-Yourself kits and the newer buccal/oral/nasal (BON) swab method. Many children find the BON swab easier to tolerate. Some children and youth may be able to do the swab themselves with assistance from their parent or guardian.

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 first 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, virtual, or in-person visit with them.

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 East Ottawa Kids COVID 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 on-site 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 a staff member 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 clinic will be asked to wear a mask throughout the visit (while waiting in line, when interacting with health care providers and during testing).

You will be provided with a medical-grade mask to change into for the duration of your appointment.

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

Staff at the East Ottawa Kids COVID Care Clinic 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 15 minutes early to find parking and walk to the entrance.