Important Information about the Ray Friel COVID-19 Testing Centre

11/12/2021

The Ray Friel COVID-19 Testing Centre is an out-of-hospital testing centre where people will be screened by a health care provider and tested for COVID-19 if required. Located in the Ray Friel Recreation Complex, the testing centre is operated by Hôpital Montfort in partnership with the City of Ottawa and Ottawa Public Health.

You do NOT need to contact Ottawa Public Health before going to an assessment centre.

Please read the following before booking an appointment at the Ray Friel COVID-19 Testing Centre.

Location and hours:
1585 Tenth Line, Orléans
Monday to Friday, 8:00 am to 3:30 pm
Note: The clinic is in the Ray Friel Recreation Complex.

Important information about booking an appointment:
- Individuals (6 months and older) who meet the current testing criteria are eligible for testing services at this location.
- The Ray Friel COVID-19 Testing Centre is available by appointment only. An appointment must be booked in advance and individuals booking an appointment must meet current provincial testing criteria.
  - The online booking system for appointments is available in both English and French.
  - Please ensure the information you are providing is correct and exactly as it appears on your health card 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.
  - Appointments for individuals under 16 years old must be booked by their parent or guardian.
- Click here to book an appointment or call 613-288-5353.
- To cancel your appointment, go to the online booking website, go to "My appointments" in the menu, click on your appointment, and click cancel. If you do not have internet access, please call 613-288-5353 for assistance. Please note that there is a limited number of bookings through this phone number.

Important information about attending your appointment:
- Please note that an appointment does not guarantee that you will be tested. All patients are screened at the door to ensure they meet current provincial testing criteria.
- Please plan to arrive in the parking lot no more than 10 minutes before your scheduled time.
- Those arriving more than 5 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 must wear a mask.

OttawaPublicHealth.ca
SantePubliqueOttawa.ca

613-580-6744
TTY/ATS : 613-580-9656

/OttawaHealth
/OttawaSante

- 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 Ray Friel COVID-19 Testing Centre. Individuals who need to book an appointment but do not have access to the internet can call 613-288-5353.

Frequently asked questions about the Ray Friel COVID-19 Testing Centre

How do I book an online appointment?
1. Go to the online booking website for the Ray Friel COVID-19 Testing Centre and fill in your information to register.
2. Click on "book appointment" in the top menu.
3. Select an appointment slot.
4. Answer the COVID-19 screening questions.
5. Confirm your appointment. You will get an email 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.

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 613-288-5353 to cancel your appointment.

What if I booked the wrong appointment time?
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 613-288-5353 to cancel your appointment.

Can I make appointments for my family, or is the appointment just for me?
Yes, you can make an appointment for your family. 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. Please note that there is a limited number of bookings through this phone number.

Can I use this online booking website for all the COVID-19 sites in Ottawa?
No, this specific website is for the Ray Friel COVID-19 Testing Centre run by Hôpital Montfort. Appointments for the other COVID-19 testing sites in Ottawa can be made through their online booking systems found at OttawaPublicHealth.ca/CovidTesting.

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 613-288-5353.

What kinds of appointments are available?
The Ray Friel COVID-19 Testing Centre offers COVID-19 testing to individuals 6 months and older.

In-person physician assessments at this location ended on November 12, 2021.

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 can be found through the online Connected Care Patient Portal. During your appointment at the testing centre, you will be given a paper with login information on the Patient Portal. Please note that this is specific to the testing centre run by Hôpital Montfort.