

Information for Patients

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If you are seeking information about a specific program or service, and how it may have changed due to COVID-19, please click on the "Our Services" tab and select the appropriate service's webpage. [Click here to be directed to the "Our Services" page.](#)

In alignment with the announcement by Ontario's Chief Medical Officer of Health to reinstate Directive #2, the hospital will be reducing its surgical services program in order to preserve critical care and inpatient bed capacity during the surge COVID-19 cases related to the highly transmissible Omicron variant. Our physicians are working diligently to prioritize cases and determine which surgeries can safely be postponed. Surgeons' offices will be in contact with those individuals who will be impacted by this reduction.

We understand that patients may be coming to the hospital for the first time since the COVID-19 pandemic began. The hospital would like to take this opportunity to remind patients of safety measures in place:

- As of Wednesday, September 2, 2020, the Emergency Department (ED) entrance will be open 24/7 for ED patients. ED patients will be screened by the Triage/ED nurse. Non-ED patients will continue to be screened through the Main Entrance from 6:30 am-8:00 pm Monday to Friday, 7:00 am-8:00 pm on weekends; with all patients using the ED entrance outside of those hours.
- We have screening in place upon entry. Our staff will ask you a series of questions and you will be asked to perform hand hygiene and put on a mask.
- Please have your visitors or caregivers review our "Visiting Guidelines During COVID-19, section of the website. [Click here to access that information.](#) Surgical patients will need to make arrangements to be dropped off and provide a phone number that can be reached for pick up.
- Adhere to physical distancing guidelines of 2 metres/6 feet. There are decals on the floor to assist you. There are also Plexiglas barriers installed throughout the hospital, along with more signage. As an example, there are signs indicating the occupancy for elevators is limited to three people.

For the latest COVID-19 updates and information, follow Woodstock Hospital on Facebook and Twitter.

Do you have patient feedback based on your recent experience at the hospital? Please email your compliments or concerns to patientfeedback@woodstockhospital.ca or call 519-421-4233 ext. 3667.

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