

## Accessing Medical Services

The way we access medical services is changing regularly to keep everyone safe from COVID-19. These are the most up-to-date changes:

### Walk-in Clinics

- If you are feeling unwell and have symptoms such as fever, cough, sore throat, or difficulty breathing, **do not go to a walk-in clinic.**
- If you have these symptoms, call 811 Nova Scotia, and do not leave your home. 811 is very busy right now, so be patient and keep calling if you need to. See <https://811.novascotia.ca/> for more information.
- If you are feeling unwell and do not have symptoms of fever, cough, sore throat, or difficulty breathing, head to your nearest walk-in clinic as usual **but be careful.** Wash or sanitize your hands after touching frequently used surfaces, and try to stay at least 6 feet away from other people.

### Hospital Appointments

- All non-emergency appointments are cancelled. If your appointment is proceeding, the hospital will contact you.
- Dialysis, chemotherapy, and radiation treatments, as well as mental health and addictions appointments will continue.
- All non-emergency diagnostic imaging appointments will be rescheduled, and walk-in x-ray services are closed.
- All non-emergency surgeries are postponed. Cancer and other emergency procedures will continue.
- Outpatient blood collection services are reduced: locations and hours of operation are limited. We will share these details as soon as they are available.
- As much as possible, Nova Scotia Health Authority (NSHA) is contacting patients and clients directly to let them know about cancellations.
- **If you are experiencing a medical emergency, call 911 or visit the nearest emergency department.**
- **If you are experiencing a mental health crisis, call the Mental Health Crisis Line at 1-888-429-8167.** This line is open all day and night, seven days a week.

### Dentists

- All non-emergency appointments and services are cancelled at all dental offices.
- The Dalhousie Dental Clinic is closed until further notice.
- If you are a government assisted refugee (GAR) experiencing dental pain, swelling, or infection, please call Dr. Sura Hadad at 902-457-5450 (278 Clayton Park Dr) or Dr. Wasan Al-Saadi at 902-453-9999 (138 Bedford Hwy).
- If you need help making an appointment, please call Zrinka Seles-Vranjes at 902-406-8639 or email her at [zvranjes@isans.ca](mailto:zvranjes@isans.ca).

## Transportation

- **If you are feeling unwell, do not use public transit** until your health has returned to normal.
- If you need to use public transit, please follow the latest Metro Transit rules:
  - Only seated passengers are allowed on busses. If seats are filled before you get on, wait for the next bus.
  - Only use rear doors on busses to enter and exit
  - Only passengers who need a ramp can use the front door
  - Only 50 passengers at a time are allowed on the ferry. Ferry services are on the usual schedule.
- Public transit is free at this time, **but only use transit if you have to.**
- Access-A-Bus service is running as usual by appointments only.