

Please visit the [Coronavirus page on OurNH](#) for up-to-date news resources related to COVID-19.

## COVID-19 Testing Guidelines

**Please see the newest guidelines put in place by the BCCDC for COVID-19 testing.**

### **Who should be tested to COVID-19?**

Patients with respiratory symptoms who are:

1. Hospitalized, or likely to be hospitalized
2. Health Care Workers
3. Residents of long term care facilities
4. Part of an investigation of a cluster or outbreak

### **Who does not need to be tested?**

1. Patients without symptoms. The exception is health care workers with COVID-19 infection who require a negative test after symptom resolution to return to work
2. Patients with mild respiratory symptoms who can be managed at home. This includes travelers with an onset of illness within 14 days of return to Canada.

[Further information on testing guidelines.](#)

## Physician Call Centre

A 24/7 Physician Call Centre has been established to support physicians dealing with the Covid-19 impact and response. The Call Centre can be reached through the following:

Number: 250-645-7897

Local: 507897

Toll Free: 1-833-645-7897

## Virtual Clinic Update

Northern Health has implemented an Online COVID-19 Clinic, to help answer questions and concerns from BC residents. This service will help ensure people have access to information, health advice and an online clinic to reduce the transmission of COVID-19, while reducing demand on emergency rooms and other health services.

This toll-free service 1-844-645-7811 will be staffed by nurses and primary care providers. It will offer information, virtual screening and assessment for individuals who feel they may have COVID-19 or feel they have been exposed.

The service will be staffed 24/7 for now, but service levels may be reduced depending on demand.

## Elective Surgeries

B.C. Health Minister Adrian Dix has announced the Ministry of Health is taking a number of additional steps to address the changing situation to ensure our health-care system is best positioned to respond to the COVID-19 pandemic. British Columbia's health authorities have been directed to move all hospitals in the province to Outbreak Response Phase 2, meaning hospitals will shift to undertaking only urgent and emergency surgical procedures and will postpone all non-urgent scheduled surgeries.

### Definitions:

- 'Elective' is defined as patients with a wait time target of 12 weeks or greater.
- 'Urgent' is defined as patients with a wait time target of 2, 4, or 6 weeks.
- 'Emergent' is defined as patients requiring unscheduled surgery within 48 hours (E codes: E0-E4).

Further guidance on elective surgeries is in the Surgical Services Update March 16 2020 memo.

## Trusted Links

- [Joint statement on B.C.'s COVID-19 Response and latest updates](#) – March 16, 2020
- [Northern Health Internal Memos](#) – All internal memos by NH communications, particularly to physicians
- [BC Centre for Disease Control](#) – For Health Care Professionals
- [HealthLink BC FAQ](#) – COVID-19 commonly asked questions by the public
- [WHO FAQ](#) – World Health Organization COVID-19 FAQ
- [Health Canada FAQ](#) – Health Canada FAQ and Travel Information