



Letter to all Patients Admitted to Grand River Hospital during the Omicron Surge in the COVID Pandemic

To all patients at Grand River Hospital,

We are sorry that you are experiencing health concerns that require you to be in hospital during this time. We want to assure you our staff and physicians are ready to help and do all we can to contribute to your recovery.

You have been admitted to hospital for care and you are also likely aware that this is a time of great concern working through the new Omicron variant of COVID-19. Medical staff and equipment are limited across Ontario and all hospitals were mandated on January 14, through Directive 2.1 by the Ontario Government, to share resources in order to help the most people possible. We are providing this information so that you can prepare for what MAY lie ahead for you.

What does this mean to you and your loved ones?

- you may be in the emergency department much longer than usual before being transferred to the floor
- you may be transferred within the hospital during your stay depending on your needs and the needs of other patients.
- we may need to move you to another hospital within Ontario at some point to ensure everyone can receive the care they need.

Planning for future care

Part of our regular practice includes ensuring that we as health care providers respect your care wishes. At this time we are also asking you to speak with your loved ones and our staff about what is important for your care right now and in the future. We have handouts for Advance Care Planning discussions we can give you to help. Your attending physician will discuss and confirm your care goals with you and your loved ones as early as possible during your hospital care.

Staying safe from Omicron within a hospital setting

Due to the highly transmissible nature of Omicron, and being in a hospital setting with many staff and patients, there is increased opportunity for exposure to the virus. We will continue to take every precaution to protect you, and our staff, with proper air ventilation, surface disinfection and personal protective equipment like masks and visors. Please continue to wear a mask while in hospital as a patient.

We are sorry that you are experiencing health concerns that require you to be in hospital during this time. We want to assure you our staff and physicians are ready to help and do all we can to contribute to your recovery. If you have any questions or concerns, our Patient Relations team is here for you. You can reach them at patient.feedback@grhosp.on.ca or 519-749-4300 x 2966.