

Information for Patients



RED LEVEL

ORANGE LEVEL

YELLOW LEVEL

Attending your scheduled health care appointment at a Horizon facility looks different during the COVID-19 pandemic. There are more precautions in place to keep patients, clients, families and health care workers safe.

Services are by appointment only

- Do **not arrive** more than **15 minutes** before your scheduled appointment unless directed otherwise. This allows for proper physical distancing in our waiting areas. If you arrive earlier, you may be asked to wait in your vehicle.
- If you arrive without an appointment, you will be asked to return home and contact your health care provider.

What to expect when you arrive at the hospital

- Upon arrival for your appointment, you will be screened for COVID-19 symptoms, and asked to wear a mask and clean your hands.
- Visitors will not be permitted to enter without a mask. When you come to a Horizon facility for an appointment or to visit a loved one, please wear your own face mask. You will be provided a new face mask during the screening process and asked to put on this face mask before entering.
- You will not be permitted to enter without a mask – even if you have an appointment. If you do not wear the clean mask provided, you will be asked to return home to reschedule your appointment.
- To learn the right way to put on and remove a [mask with loops](#) or [mask with ties](#) visit [HorizonNB.ca](https://www.horizonnb.ca).

Support person and/or Substitute Decision Maker

When Horizon facilities are in the **Yellow Level**, visitor guidelines are in place to ensure the safety of our health care workers, patients, clients and communities. Inpatients are only allowed **ONE** healthy visitor in the facility at a time between **2 and 8 p.m.** daily. To view full visitor guidelines and limited exceptions, visit [HorizonNB.ca](https://www.horizonnb.ca).

Your support person and/or substitute decision maker may be required to drop you off and pick you up from the scheduled appointment, but cannot stay.

If you require a support person, provide a phone number to your health care team for use in case of an emergency and to arrange for pick-up following your appointment.

To prevent the spread of COVID-19, while in a Horizon facility everyone is required to wear a mask, clean their hands, and whenever possible, keep a physical distance of two metres or six feet between yourself and others.

This includes standing in line to enter the facility, in waiting areas, elevators and cafeterias