

**St. Joseph's Urban Family Health Team  
COVIDCare@Home Program**

When to go to the Emergency Department and/or call 911:	Please call your clinic and press '2' to speak to an urgent care nurse or the on-call team (after hours) if:
<p><b>RESPIRATORY</b></p> <ul style="list-style-type: none"> <li>• Severe shortness of breath at rest</li> <li>• Increasing significant fatigue</li> <li>• Blue lips or face</li> <li>• Coughing up blood</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Cold, clammy, or pale and bluish skin</li> <li>• New weakness or confusion</li> <li>• Fainting or reduced level of consciousness</li> <li>• Little / no urine output</li> <li>• Pain or pressure in the chest</li> </ul>	<ul style="list-style-type: none"> <li>• You have new or worse trouble breathing</li> <li>• Your symptoms are getting worse</li> <li>• You start feeling better and then get worse again</li> <li>• You have severe dehydration, such as               <ul style="list-style-type: none"> <li>• having a very dry mouth</li> <li>• passing only a little urine</li> <li>• feeling very light-headed</li> </ul> </li> <li>• For patients with pulse oximeters: if your oxygen level drops by 3% or is below 93%</li> <li>• Continuous fever despite medication</li> <li>• Persistent vomiting or diarrhea</li> </ul> <p><b>*Please inform the clinic or on-call team that you are part of the COVIDCare@Home program</b></p> <p><b>**Please call us again if you have not had a return call within 2 hours (usual wait time will be less), and consider going to the Emergency Department if you are getting worse while waiting</b></p>

COVIDCare@Home

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**(T) 416-530-6860** (Monday to Friday 9AM – 5PM)

*After Hours: please call 416-530-6860 and press '4' to be connected with the Telephone Health Advisory Service*