

**PETERBOROUGH REGIONAL HEALTH CENTRE
2020/21 HOURS OF OPERATION OVER THE HOLIDAYS**



ADMINISTRATION

**Peterborough Regional Health Centre
One Hospital Drive
Peterborough, Ontario
K9J 7C6
705-743-2121**

TO: Leadership Forum, PRHC
Medical Advisory Committee (MAC), PRHC
Fleming College
Trent University
Home & Community Care
Peterborough Public Health (PPH)
Peterborough Ontario Health Team partners
Campbellford Memorial Hospital
Northumberland Hills Hospital
Haliburton Highlands Health System
Ross Memorial Hospital
Long Term Care Facilities
City of Peterborough
Peterborough County

DATE: Thursday, December 17, 2020

RE: **Peterborough Regional Health Centre**
2020/21 Hours of operation over the holidays

Please post and share.

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SERVICE	HOURS OF OPERATION OVER THE HOLIDAYS
PRHC COVID-19 Assessment Centre	Closed: December 25, December 26, January 1
Northcrest COVID-19 testing site	Closed: December 25, 26, 27 (reopening December 28) Closed: January 1, 2, 3 (reopening January 4)
Administration	December 24, December 31 – 8:30 a.m. to 12:00 p.m. Closed December 25, December 28 and January 1
Admitting	Normal Hours: 6:00 a.m. – 11:00 p.m. Weekends and statutory holidays 7:00 a.m. – 11:00 p.m.
Adult Diabetes Education Centre (ADEC)	December 21 to December 24 8:00 a.m. - 4:00 p.m. (staffed by clinical nursing staff only) Closed December 25, December 28 and January 1 December 29 to December 31 8:00 a.m. – 4:00 p.m. (staffed by clinical nursing staff only)
COVID-19 Assessment Centre	Closed December 25, December 26 and January 1
Cafeteria	Tim Hortons at PRHC is open 24 hours a day, 7 days a week throughout the holiday season The PRHC Cafeteria will remain closed. Pre-packaged food items are available through Tim Hortons
Cancer Care Clinic	Closed December 25, December 28 and January 1
Cast Clinic	Closed December 25, December 28 and January 1

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Cardiac Cath Lab	<p>PRHC's Regional Cardiac Catheterization Lab will continue to provide 24/7 urgent and emergent cardiac services for our partner hospitals and patients.</p> <p>To facilitate patient flow and expedite services during this busy period, we request that:</p> <ol style="list-style-type: none"> 1. Referrals be faxed (per our usual process) to 705-876-5155 <p>AND</p> <ol style="list-style-type: none"> 2. The on-call Interventional Cardiologist be called on weekends and statutory holidays (705-743-2121 ext. '0') for all requests for cardiac catheterization to facilitate early transfers. <ol style="list-style-type: none"> a. Emergent cases will be transferred on the same day b. Urgent cases will be accepted for early transfer the following morning to arrive between 8:00 a.m. and 10:00 a.m. <p>December 24 - Lab open for urgent inpatients December 25 - Emergent cases only December 26 - Emergent cases only December 27 - Emergent cases only December 28 - Emergent cases only December 29 - Lab open December 30 & December 31 - Lab open for urgent inpatients January 1 - Emergent cases only January 2 - Emergent cases only January 3 - Emergent cases only</p>
Centre for Complex Diabetes Care	<p>December 21 to December 24 8:00 a.m. – 4:00 p.m. (staffed by clinical nursing staff only) Closed December 25, December 28 and January 1 December 29 to December 31 8:00 a.m. – 4:00 p.m. (staffed by clinical nursing staff only)</p>

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Diagnostic Imaging	Modality	Statutory Holidays, Weekends & December 28	December 24, 29, 31
	General Radiology	24-hour coverage as per w/e staffing complement	Normal service levels
	Angiography	On-call	Normal service levels with after hours on-call service
	CT Scan	24-hour coverage as per w/e staffing complement	Normal service levels
	Ultrasound	Day shift coverage 8:00 a.m. to 4:00 p.m.	Normal service levels
		On-call for emergencies after hours	On-call for emergencies after hours
	Nuclear Medicine	Closed	Normal service levels
	BAC	Closed	Closed
	MRI	Closed	Normal service levels

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Dialysis	<p>In-centre Hemodialysis December 21 to December 24 – 5:30 a.m. to 11:00 p.m. December 25 – Closed December 26 to December 31 – 5:30 a.m. to 11:00 p.m. January 1 – Closed January 2 – 5:30 a.m. to 11:00 p.m. <i>Nurse on call during off hours, can be reached through locating</i></p> <p>Home Hemodialysis December 21 to December 24 – 7:00 a.m. to 5:30 p.m. December 25 – Closed December 26 to December 31 – 7:00 a.m. to 5:30 p.m. January 1 – Closed January 2 – 7:00 a.m. to 5:30 p.m. <i>Nurse on call during off hours, can be reached through locating</i></p> <p>Peritoneal Dialysis December 21 to December 24 – 8:00 a.m. to 3:30 p.m. December 25 to December 28 – Closed December 29 to December 31 – 8:00 a.m. to 3:30 p.m. January 1 - Closed January 4 – Resumes normal operations (8:00 a.m. to 3:30 p.m.) <i>Nurse on call daily from 4:00 p.m. to 11:00 p.m. can be reached through locating; exceptions are weekends and statutory holidays, when nurse is on call from 7:00 a.m. to 11:00 p.m.</i></p> <p>Renal Clinics December 21 to December 24 – 8:00 a.m. to 4:00 p.m. (Clinical nursing staff only) December 25 to December 28 – Closed December 29 to December 31 – 8:00 a.m. to 4:00 p.m. (Clinical nursing staff only) January 1 to January 3 – Closed</p>
Endoscopy Unit	<p>Closed December 25, December 28 and January 1 On call December 24 and December 31 from 8:00 a.m. to 12:00 p.m.</p>

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Finance (Cashier, A/R, Payroll and General Finance)	December 24 – 8:00 a.m. to 3:00 p.m. December 25, December 28 – Closed December 31 – 8:00 a.m. to 3:00 p.m. January 1 – Closed
GAIN Clinic	Closed: December 25, December 28 and January 1
Gift Shop	December 24 - 9:00 a.m. to 4:30 p.m. December 25 - Closed December 26 - Closed December 27 - Closed December 28 - 9:00 a.m. to 3:00 p.m. December 31 - 9:00 a.m. to 4:30 p.m. January 1 - Closed January 2 - Closed January 3 - Closed
Health Records	December 25 – 8:00 a.m. to 4:00 p.m. (transcription) All other days, open normal hours: Weekdays from 7:00 a.m. to 11:00 p.m. and weekends from 9:00 a.m. to 9:00 p.m.
Health, Safety & Wellness	Closed: December 25, December 28 and January 1
Human Resources	December 24 – Open normal hours, ID badges will not be issued; emergency temp badges can be issued from security if required Closed December 25, December 28, January 1, with the following exceptions: <ul style="list-style-type: none"> • The COVID-19 OHSW hotline will be open from 6:00 a.m. to 10:00 a.m. and 4:00 p.m. to 8:00 p.m. • Safety officer on-call • Scheduling will be providing basic operations from 5:00 a.m. to 9:00 p.m.

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Information Technology	<p>Closed: December 25, December 28 and January 1 Urgent after-hours on-call support available via Switchboard. All other days open 7:00 a.m. to 5:00 p.m. with urgent after-hours on-call support available via Switchboard.</p>		
Inpatient Diabetes Management (ICDM)	<p>Closed: December 24 to December 28 and December 31 to January 4</p>		
Laboratory	Discipline	Statutory Holidays, Weekends & December 28	December 24, 29 & 31
	Core Laboratory (Chemistry, Hematology, Transfusion Medicine)	24-hour coverage as per weekend staffing complement	Normal service levels
	Microbiology	Normal weekend service levels with weekend staffing complement	Normal service levels
	Pathology	<p>Closed</p> <p>On call for emergencies 8:00 a.m. to 4:00 p.m.</p>	Normal service levels
	Outpatient Collection Laboratory	Closed	Normal service levels
Materials Management/ Supply Chain	<p>Logistics will be running normal JIT functions. Receiving dock will be closed December 25, December 28 and January 1</p>		
Mental Health Services	<p>Adult Outpatient Program, Family & Youth Clinic, PATC, LYNX, PASE Programs</p> <ul style="list-style-type: none"> • Closed on December 25, December 28 and January 1 • Open with reduced staffing: December 24, 27, 30, 31 - 8:30 a.m. to 4:30 p.m. • RAAM which is open Monday, Wednesday and Friday from 8:30 a.m. to 11:00 a.m. will be closed December 25, December 28 and January 1 		
Medical Outpatients (MOP)	<p>Closed: December 24, December 25, December 28 and January 1</p>		

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Neuro & Breathing Assessment	EEG Closed: December 24 (reopens January 4) Pulmonary Function Closed: December 24 (reopens January 7)
Operating Room & SOP	Closed for elective surgeries from December 24 to January 1 inclusive. Open for emergency surgeries only.
Outpatient Therapy	Cardiac and Pulmonary Rehab Clinics Closed: December 25 to January 3, reopens January 4 Hand Clinic Closed: At noon on December 24 and on December 25, December 28 and January 1 Amputee Clinic Closed: December 25 to January 3 (reopens January 4) Stroke Rehabilitation Clinic Closed: December 25 to January 3 (reopens January 4) Physiatry Clinic Open: December 21, December 30 and January 8
Ortho Rapid Access & Physio Clinic	Closed: December 24, December 25, December 28, December 31 and January 1
Parking Office	December 24 -- 7:30 a.m. to 6:00 p.m. Closed: December 25, December 26, December 28 and January 1 December 31 – 7:30 a.m. to 6:00 p.m.

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Patient Entertainment Kiosk	December 24 – 9:00 a.m.to 4:00 p.m. December 25 – Closed December 26 – 9:00 a.m. to 4:00 p.m. December 31 – 9:00 a.m. to 4:00 p.m. January 1 – Closed					
Patient Relations & Risk	December 24, December 31 – 8:30 a.m. to 2:00 p.m. Closed: December 25, December 28 and January 1 <i>** Please contact the manager on call through Switchboard for support on statutory holidays**</i>					
Pharmacy – Inpatient	<table><tr><td>Statutory holidays, weekends & December 28</td><td>December 24, 29 & 31</td></tr><tr><td>Reduced staffing</td><td>Normal service levels</td></tr></table>		Statutory holidays, weekends & December 28	December 24, 29 & 31	Reduced staffing	Normal service levels
Statutory holidays, weekends & December 28	December 24, 29 & 31					
Reduced staffing	Normal service levels					
Pharmacy - Retail	December 24 – 9:00 a.m. to 4:00 p.m. December 25 to December 28 – 10:00 a.m. to 2:00 p.m. December 29 and December 30 – 9:00 a.m. to 6:00 p.m. (regular hours) December 31 – 9:00 a.m. to 4:00 p.m. January 1 – 10:00 a.m. to 2:00 p.m. January 2 & January 3 -- 10:00 a.m. to 2:00 p.m. (regular weekend hours)					
Pediatric (POP) Clinic	December 24 – 8:00 a.m. to 4:00 p.m. December 25 – 8:00 a.m. to noon (ED follow-up only) December 26 & December 27 - 8:00 a.m. to 4:00 p.m. (ED follow-up only) December 28 through to December 30 (regular hours) December 31 - 8:00 a.m. to 4:00 p.m. January 1 – 8:00 a.m. to 4:00 p.m. (ED follow-up only)					
Plexxus	Closed: December 24 at 2:00 p.m. (reopening December 29) Closed: December 31 at 2:00 p.m. (reopening January 4)					

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Print Shop	December 24 – 8:00 a.m. to 3:00 p.m. December 25, December 28 – Closed December 31 -- 8:00 a.m. to 3:00 p.m. January 1 -- Closed
Privacy Office	December 24 – 7:00 a.m. to 3:00 p.m. December 25, December 28 – Closed December 31 – 7:00 a.m. to 3:00 p.m. January 1 – Closed
Radiation Therapy Suite	Currently closed for construction; patients being treated at Lakeridge Health.
Release of Information (ROI)	December 24 – 7:00 a.m. to 3:00 p.m. December 25, December 28 – Closed December 31 -- 8:00 a.m. to 4:00 p.m. January 1 – Closed
SPD (Sterile Processing)	Closed for all elective procedures from December 24 to January 1 (inclusive)
Spiritual Care	Closed: December 25, December 28 and January 1
Volunteer Services	Closed: December 25, December 28 and January 1
Women's Health Care Centre	December 24 – Open 8:00 a.m. to noon Closed: December 25, December 28 and January 1