

# Mississauga Health Cough & Flu Clinic

## Frequently Asked Questions

### **What is the Cough & Flu Clinic?**

The Mississauga Health Cough & Flu Clinic is a community-based clinic that offers a safe environment to care for patients with respiratory symptoms that may result from a cold, the flu, or COVID-19. The clinic is a partnership between CarePoint Health, Summerville Family Health Team, Credit Valley Family Health Team, Trillium Health Partners, Ontario Health (Central), and primary care providers in the community. This clinic will also help to reduce pressures at hospital-based assessment centres and emergency departments.

### **What is the difference between an assessment centre and a cough & flu clinic?**

There are significant differences in the services provided by assessment centres and the Cough & Flu Clinic.

- **Assessment centres** are dedicated to testing people for COVID-19 as long as they meet provincial testing criteria. They do not provide additional health care services for flu-like illness.
- **The Cough & Flu Clinic** provides timely in-person care for people who need to be seen by a doctor to address their flu and COVID-like symptoms (e.g. fever, chills, cough, sore throat, runny or congested nose). Treatment could include self-care advice, a COVID-19 test (as needed), or prescriptions (as appropriate). Same and next day appointments are booked, if possible.

### **Who provides care at the clinic?**

The clinic is staffed by an interdisciplinary team of community physicians, as well as nurses and staff from Summerville Family Health Team.

### **What services are provided at the clinic?**

Health care providers will see patients and offer self-care advice, COVID-19 tests (as needed), and prescriptions (as appropriate). Outcomes, treatment recommendations and documentation will be shared with the patient's primary care provider to maintain continuity of care.

### **How will patients access the clinic?**

Eligible patients will be accepted by referral from primary care providers. Referral forms can be faxed to 905-785-8360.

Patients who do not have a primary care provider can call the clinic directly at 905-361-1448 to be assessed by phone and offered an in-person appointment, if necessary.

Elderly seniors and people in at-risk communities (e.g. living in a shelter, living with a disability, experiencing language barriers) who are unable to book a COVID-19 test online at an assessment centre can call the clinic to get a test.

**Who can receive care at the clinic?**

The clinic offers care to insured or uninsured patients. We are unable to provide care to patients under 1 year of age.

If your child is under 1 year of age and has cold or flu-like symptoms that need to be assessed by a health care provider, please contact your family doctor or go to your nearest Emergency Department.

If your child is over 1 year of age and needs a COVID-19 test only, please book an appointment at an assessment centre by visiting [thp.ca](http://thp.ca).

**Where is the clinic located?**

The Mississauga Health Cough & Flu Clinic is located at 2695 North Sheridan Way, Suite 120 (near Winston Churchill Blvd. and QEW), in the same complex as CarePoint Health. Free parking is available.

**What are the operating hours?**

Clinic hours are Monday to Friday from 9 a.m. to 4 p.m.

**Who can I contact for more information?**

For further information, please call the clinic directly at 905-361-1448.

# Know where to go if you think you have COVID-19 OR THE FLU

Symptoms of COVID-19 and the flu are very similar. Knowing when you should go to an assessment centre for a COVID-19 test or to a cough and flu clinic to help diagnose your symptoms will help you get the right care, in the right place.

## Visit a COVID-19 assessment centre if you:

- **Have COVID-19 symptoms such as:**
  - o Fever (37.8 degrees Celsius or higher)
  - o New or worsening cough
  - o Sore throat
- **Meet provincial COVID-19 testing criteria**
- **Need a COVID-19 test but do not need to see a doctor in person**

*If you need a COVID-19 test for a child under the age of 1, please visit your nearest Emergency Department to get a test*



## Locations

### Credit Valley Hospital Drive-Thru

Level 1 Main Parking Garage  
2200 Eglinton Ave West, Mississauga  
(Enter off Credit Valley Rd. nearest Eglinton Ave. W)

### Mississauga Hospital

Clinical Administrative Building  
15 Bronte College Court, Mississauga

**Hours of Operation:** 8:30 a.m. to 7:30 p.m.  
Seven days a week

**By appointment only. Visit [thp.ca](http://thp.ca) to book a COVID-19 test**

## Visit the Mississauga Health Cough & Flu Clinic if you:

- **Have moderate cold, flu or COVID-like symptoms**
- **You need to see a doctor in-person**
- **Have tested negative for COVID-19 and your symptoms have persisted**

*Available to anyone over the age of 1*



## Location

2695 North Sheridan Way, Suite 120  
Mississauga, ON L5K 2N6  
(near QEW and Winston Churchill)

**Hours of Operation:** 9:00 a.m. to 4:00 p.m.  
Monday to Friday

**Contact:** 905-361-1448

**By appointment only**

**Speak with your family doctor about your symptoms first. Call the clinic directly if you don't have a family doctor.**

**If you are severely ill and need immediate medical care, always CALL 9-1-1 or visit your nearest EMERGENCY DEPARTMENT.**



*Sample Website Posting – Please add this information to your website.*

### **Mississauga Health Cough & Flu Clinic**

If you have cough, flu or COVID-like symptoms – including fever, chills, cough, sore throat, or a runny or congested nose – you may be eligible for care at the Mississauga Cough & Flu Clinic.

Please speak to your family doctor about your symptoms first. If you do not have a family doctor, please call the clinic directly at 905-361-1448.

#### **Mississauga Health Cough & Flu Clinic**

2695 North Sheridan Way, Suite 120  
Mississauga, ON L5K 2N6  
(near QEW and Winston Churchill Blvd.)

#### **Hours of Operation:**

Monday to Friday from 9 a.m. to 4 p.m.

Elderly seniors and those in at-risk communities (e.g. experiencing homelessness, living with a disability, or experiencing language barriers) who are unable to book a COVID-19 test online at an assessment centre can call the Cough & Flu Clinic to get a test.

#### **Important information about the clinic**

- The Cough & Flu Clinic is not a COVID-19 assessment centre. A COVID-19 test is only provided if necessary.
- Patients will receive timely in-person care from health care providers for flu and COVID-like symptoms on the same day or next day, if possible. This may include self-care advice, COVID-19 tests, or prescriptions.
- Your doctor or primary care provider will be kept informed about your care.
- We are unable to provide care to patients under 1 year of age.

If your child is younger than 1 year of age and has cold or flu-like symptoms that need to be seen by a health care provider, please contact your family doctor or go to your nearest Emergency Department.

If your child is over 1 year of age and needs a COVID-19 test only, please book an appointment at an assessment centre by visiting [thp.ca](http://thp.ca).

For serious conditions that require immediate attention, please call 9-1-1 or go to your nearest emergency department.

*Sample Newsletter Article – Please use this draft article in your organization’s newsletter to inform patients of this care option.*

## **Now Open: Mississauga Health Cough & Flu Clinic**

A new clinic has opened in Mississauga to care for residents with cough, flu or COVID-like symptoms. The Mississauga Health Cough & Flu Clinic has opened at CarePoint Health to help ensure patients receive the right care, in the right place.

The Cough & Flu Clinic offers a safe location where patients over the age of 1 can receive treatment for symptoms common to COVID-19 and the flu. A team of health care providers offers timely in-person care for patients with specific symptoms – including fever, chills, cough, sore throat, runny or congested nose. This may include self-care advice, a COVID-19 test (if necessary), or prescriptions. Same or next day appointments are provided, if possible. Your doctor will be kept informed about your care.

Patients will be seen by appointment only. Please speak with your doctor about your symptoms first. Patients who do not have a family doctor but have symptoms can call the clinic directly.

Elderly seniors and those in at-risk communities (e.g. experiencing homelessness, living with a disability, or facing language barriers) who are unable to book a COVID-19 test at an assessment centre online can call the Cough & Flu Clinic to get a test.

### **Clinic Address**

2695 North Sheridan Way, Suite 120  
Mississauga (near QEW and Winston Churchill Blvd.)

### **House of Operation**

Monday to Friday from 9 a.m. to 4 p.m.

### **Contact**

905-361-1448

The clinic is a partnership between CarePoint Health, Summerville Family Health Team, Credit Valley Family Health Team, Trillium Health Partners, Ontario Health (Central), and primary care providers in the community, and is an initiative of the Mississauga Ontario Health Team.

*Sample Social Media Post – Please share this information on your social media channels with the accompanying graphic. Graphics are formatted for Twitter, Facebook and LinkedIn.*

*Please tag the accounts of the clinic partners: Trillium Health Partners, CarePoint Health, Summerville FHT, Credit Valley FHT, Ontario Health.*

**CONTENT:**

The #Mississauga Ontario Health Team has opened a partnered Cough & Flu Clinic to provide in-person care for people with #COVID19 or Flu-like symptoms. ↓

Speak to your doctor for a referral if you have symptoms & would like an appointment. Learn more: [moht.ca](http://moht.ca)



# Do you have COUGH & FLU SYMPTOMS?

Ask your doctor about the

## Mississauga Health Cough & Flu Clinic

2695 Sheridan Way, Suite 120  
Mississauga, ON

Open Monday to Friday, 9 a.m. to 4 p.m.  
Phone: 905-361-1448

*By Appointment Only*

*COVID-19 tests available as recommended by clinic staff*

In partnership with:

**SUMMERVILLE**

Family Health Team



**CREDIT VALLEY**

Équipe de Santé Familiale • Family Health Team

