

November 12, 2020

MEMORANDUM TO: Health System Organizations and Providers

SUBJECT: Update on COVID-19 Preparations and Actions

This week, the Health Coordination Table focused on the following key actions to ensure that Ontario's health care system is effectively responding to COVID-19:

- **Identifying additional opportunities to enhance health system capacity to limit the spread of infection and support the continued delivery of health services, including:**
 - Ongoing collaboration with primary care partners to support the provision of in-person services as clinically appropriate.
 - Revised guidance from the Chief Medical Officer of Health for primary care providers was released on November 10th, which includes communication to encourage providing in-person services as clinically appropriate and to ensure they have information to safely provide in-person care.
 - Working with Ontario Health and regional partners to expedite the opening of new hospital beds across the province.
 - Implementing a modified case and contact management system to support public health units (PHUs) with identifying contacts and source of exposure.
 - A virtual assistant (VA) pilot was launched on October 23rd in Halton and York to support the PHU's outreach efforts. Building on the early successes of the pilot, discussions are underway to expand the VA service to other PHUs.
 - Working with Ontario Health and Public Health Ontario to implement new modalities to support rapid testing and specimen collection and to review new and innovative testing technologies.
- **Reviewing the latest trends in pandemic epidemiology and health system indicators and early findings regarding the impact of response efforts to reduce disease transmission.**
 - Health Coordination Table reviewed updated COVID-19 projections that were publicly communicated today and will be providing its advice to government on targeted response efforts to limit pandemic spread.

We thank you for your continued work to respond to the pandemic and implement a phased recovery.

Sincerely,

(original signed by)

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Deputy Minister
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