



# Durham Region Health Department FAX about...

For Health Care Professionals



## Compounding Pharmacies, Operational Direction, COVID-19 Assessment and Treatment Centres, and Call for Pediatric Support

*This message is being sent on behalf of the Durham Ontario Health Team Regional Response Team.*

The Durham OHT Regional Response Team recognizes the need to leverage all available supports during this time of immense system pressure. We are facing an ongoing COVID-19 burden, an earlier-than-usual influenza season, a challenging RSV season, and a shortage of children’s ibuprofen and acetaminophen that has impacted paediatric patients. Collectively, this is resulting in significant strain on primary care and our Emergency Departments. This is exacerbated by staffing challenges across all sectors.

To assist you and your staff we are providing you the following in this communication:

- List of Compounding Pharmacies in Durham Region
- Operational Direction and Request for Assistance
- Updates to the COVID-19 Assessment and Treatment Centres
- A call for Pediatric Support

### Compounding Pharmacies

**Compounding Pharmacies can create dose appropriate medications for children and adults. As a note for your patients, some medications are not covered through drug plans and can cost more than over the counter.**

Ajax	Pickering	Claremont (North Durham)
<b>Pickering Village Pharmacy</b> 59 Old Kingston Rd. Ajax 905-683-9271	<b>Mesa's Compounding Pharmacy</b> 300 Kingston Rd, Suite 16 Pickering 905-509-4599  <b>Glendale Pharmacy in Pickering</b> 1101 Kingston Road, Unit 6 905-420-2211	<b>Claremont Compounding Pharmacy</b> 5014 Old Brock Road, Claremont 905-408-8000

905-668-2020 or 1-800-841-2729 | [durham.ca/health](http://durham.ca/health)

If you require this information in an accessible format, contact 1-800-841-2729.



Clarington	Oshawa	Whitby
<p><b>Bowmanville Clinic Pharmacy</b> 222 King St. E., Bowmanville 905-623-7611</p> <p><b>Bowmanville Compounding Pharmacy</b> 100 Mearns Ave., Bowmanville 905-697-9696</p> <p><b>Courtice Pharmasave</b> 2727 Courtice Rd., Courtice 905-432-8888</p>	<p><b>Oshawa Clinic Pharmacy</b> 117 King St. E., Oshawa 905-576-9090</p> <p>Custom Care Pharmacy and Compounding Centre</p> <p><b>Custom Care Pharmacy and Compounding Centre</b> 501 Coldstream Drive, Unit 6 905-240-8881</p>	<p><b>Jerry's Pharmacy</b> 223 Brock St. N., Whitby 905-666-3784</p> <p><b>Medicine Shoppe</b> 670 Taunton Rd. E., Whitby 905-620-0010</p> <p><b>Medicine Shoppe</b> 3555 Thickson Rd. N., Whitby 905-721-8676</p>

## Operational Direction and Request for Assistance

The operational and local system challenges across Durham region are significant and require a whole-systems approach that relies on the support of all sectors across the continuum, including but not limited to acute, primary and community care partners.

One way to lessen the burden on EDs is to offer a range of ways that people can get care for non-emergent issues, and to ensure the public is aware of these resources. Many patients have misconceptions about the availability of their primary care providers stemming from prior waves of COVID-19. Therefore, many patients are presenting to EDs with issues that are more suitably managed in the community.

To prevent avoidable trips to the ED, the Durham OHT Regional Response Team is issuing an appeal to all of our community partners and primary care providers. The following strategies will promote greater public awareness of the resources that are available and appropriate in non-emergency situations.

- Support emergency department diversion by prioritizing care for children and adults with COVID-19, influenza and other respiratory illnesses.
- Update clinic voicemail and website to include information about alternative options for care when experiencing Cold and Flu symptoms including:
  - a. Health Connect Ontario (formerly Telehealth). Dial 811 or visit the website: <https://healthconnectontario.health.gov.on.ca>
  - b. COVID-19 Assessment Centres (all patients with cold/flu symptoms can attend)
  - c. In-person office visits, virtual care, and urgent care hours
- Implement strategies to maximize influenza vaccine and bivalent COVID-19 vaccine uptake among all health care workers. We are happy to share posters and communication.
- Continue delivering timely immunization and early identification and referral of patients who would benefit from COVID-19 therapeutics (e.g., Paxlovid).
- Continue to focus on preventative care (e.g., cancer screening) and the provision of comprehensive primary care.
- Continue to partner regionally to ensure timely access to appropriate care for patients.

We are expecting high volume pressures across our health system, now and through the winter, which will be further challenged by ongoing health human resource shortages



# Update to the COVID-19 Assessment Centre (CAC) Options for Durham Region

Central Pickering CAC located at 1101 Kingston Road Unit 140, Pickering	Lakeridge Health CAC <b>**New Location**</b> located at 550 Bond Street W. Oshawa	North Durham CAC located at 19 Jeffery Street, Port Perry
Hours of Operation:	Hours of Operation:	Hours of Operation:
Monday: 2:00pm - 8:00pm Wednesday: 2:00pm - 8:00pm Friday: 2:00pm – 8:00pm Saturday: 9:00am-3:00pm Sunday: 9:00am -3:00pm	7 days a week: 8:30am – 7:30pm	7 days a week: 12:00 noon – 4:00pm

To book an appointment at any of the above CAC's see [covid19swab.lh.ca](https://covid19swab.lh.ca). All appointments must be booked. *Walk ins are not available.*

**COVID Therapeutic Referral (CTC) Clinic is now** located at 550 Bond Street West, in Oshawa.

For referral to the COVID Therapeutic Clinic please see the attached form. Patients can also be directed to self refer at [ctcreferral.lh.ca](https://ctcreferral.lh.ca) or call 905-576-8711 ext. 14721 or 905-985-4721

- Paxlovid can be prescribed and dispensed at a community pharmacy. Patients with complex conditions can be referred to the COVID Therapeutic Clinic for an assessment from 10:00am – 6:00pm, Sunday to Sunday.
- Patients that are eligible for Remdesivir will be treated at the Lakeridge CAC at 550 Bond Street West, Oshawa location between 12 noon – 8pm Sunday to Sunday. These patients are by referral only to the CTC clinic.
- The referral form can also be found on the [primarycarenetworkdurham.ca](https://primarycarenetworkdurham.ca) website.

## Call for Pediatric Support

Lakeridge Health is currently experiencing an increase in the volume of high acuity pediatric patients related to influenza, COVID-19, and respiratory syncytial virus (RSV), leading to increased Emergency Department presentations and increased admission rates. The demand and need for pediatric care are expected to rise through the fall and winter. There is an urgent need for nurses with pediatric experience to ensure that children are cared for safely in the hospital in Lakeridge Health's pediatric units. Please share this message within your networks. Interested nurses are asked to email their resume to [covidresponse@lh.ca](mailto:covidresponse@lh.ca) and we will ensure that their information is received by the Lakeridge Health Staffing Team.

November 21, 2022

905-668-2020 or 1-800-841-2729 | [durham.ca/health](https://durham.ca/health)

If you require this information in an accessible format, contact 1-800-841-2729.

