



COMMUNITY NOTICE

For Immediate Release:

Seskehkó:wa/September 2, 2020

MCA DEPARTMENT OF HEALTH FREQUENTLY ASKED QUESTIONS

MCA remains committed to providing necessary services and care to our community members throughout the COVID-19 pandemic. The following are frequently asked questions about services we continue to provide. If you have additional questions, please email info@akwesasne.ca or call 613-575-2341 and your question will be directed to the appropriate office.

Q. CAN I SEE A DOCTOR OR NURSE PRACTITIONER WITH THE PANDEMIC ONGOING?

A. Yes, our medical staff is available by appointment and through telephone consultations and soon through video consultations.

Q. ARE COUNSELORS AVAILABLE IF I NEED TO SPEAK TO SOMEONE ABOUT MY MENTAL HEALTH?

A. Yes, our Wholistic Health & Wellness counselors are available. Please call the WHW office to make an appointment by calling 613-575-2341 ext. 3115.

Q. I HAVE A MEDICAL APPOINTMENT (OR NEED TO TRANSPORT MY FAMILY MEMBER TO AN APPOINTMENT) IN THE CITY OF MONTREAL OR OUTSIDE OF THE NEW 160 KM RADIUS. CAN I GO?

A. Yes, all medical-related travel is considered essential and we want to make sure you don't miss those important appointments. Take extra precautions to be safe and socially distant, wear masks and wash hands regularly. Avoid stopping for any reason besides the medical appointment.

Q. MY CHILDREN NEED THEIR IMMUNIZATIONS. ARE YOU STILL OFFERING THESE DURING THE PANDEMIC?

A. Yes, immunizations are still being given – by appointment only. Please utilize Parking Spot #1 at Kanonhkwa'tsheri:io, remain in your vehicle, and call Community Health at 613-575-2341 ext. 3220 to notify staff you've arrived.

Q. IS TRANSPORTATION STILL AVAILABLE FOR MEDICAL APPOINTMENTS?

A. Yes, the Akwesasne Non-Insured Health Benefits Program continues to prioritize those community members that have urgent transportation needs, and they will assist those community members to their medical appointments if there are no other family members able. All ANIHB vehicles are equipped with plexiglass and are thoroughly cleaned before and after each visit/transport. One escort only is allowed to accompany the patient.



Q. CAN I STILL GET MY QUEBEC HEALTH INSURANCE PLAN (QHIP) RENEWED AT COMMUNITY HEALTH?

A. Yes, you can. Please call 613-575-2341 ext. 3220 for an appointment.

Q. IS THE PHARMACY OPEN? CAN I STILL RECEIVE MY MEDICATIONS?

A. Yes, the Proxim Pharmacy is open for normal 9 a.m. – 5 p.m. business hours Monday to Friday. No clients/customers are allowed into the pharmacy; prescriptions and medications are available through curbside pickup and delivery (mailbox) only. When you arrive at the health facility, please park in Parking Spot #7, #8, or #9 and call 613-575-1160 to let staff know you've arrived.

Q. IS THE DENTAL OFFICE STILL OPEN?

Yes, the Akwesasne Dental Clinic is open for normal business hours. However, provincial guidelines require the dental office to screen patients separately. First, each patient is pre-screened when the appointment is made. Then, the patient is pre-screened the day before the appointment. Upon arrival to the Kanonhkwa'tsheri:io Health Facility, patients must wait in the vehicle in the designated parking and call the dental clinic. A staff member will meet the patient at the vehicle for a third screening. The patient will then be escorted into the building, where a fourth screening will take place for building protocol. Your patience and cooperation is greatly appreciated as the dental clinic works hard to ensure client safety. Please call them at 613-575-2341 if you have any questions.

Q. IS DR. DUBUC'S OPTOMETRY OFFICE STILL OPEN?

Yes, Dr. Dubuc's Optometry Office is open for regular hours. Those with an appointment must be screened at the main entrance to the facility (not the lower level entrance). The receptionist will notify the office that you've arrived and you will be escorted to and from the optometry office. All services are available. For those picking up glasses, contacts or prescriptions, you must present yourself at the pickup window located on the lower level to the right of the lower level entrance. If you have any questions please contact Dr. Dubuc's office at 613-575-1158.