

# Patient, Family & Caregiver Information

## COVID, Cold and Flu Care Clinic (CCFCC)

### What is a COVID, Cold and Flu Care Clinic (CCFCC)?

A medical clinic that can test, assess, and provide treatment for people with COVID-19 and other cold and flu-like illnesses.

### What are the symptoms of COVID-19 and other cold and flu-like illnesses?

Below are some of the symptoms you may have when you have COVID-19 or other cold and flu-like illnesses:

- Fever or chills
- Cough (not related to other causes such as allergies)
- Difficulty breathing
- Decreased or loss of taste or smell
- Runny nose or nasal congestion
- Headache
- Extreme tiredness
- Sore throat
- Muscle aches or joint pain
- Gastrointestinal symptoms (such as vomiting or diarrhea)
- Abdominal pain (not related to other causes)
- Pink eye (not related to other causes)

### When should I visit a CCFCC?

**Call your primary care provider (family doctor or nurse practitioner) first if you or your child have the symptoms above and feel that you need medical care.**

Your primary care provider will give you advice about what to do next. This may include:

- Caring for yourself or your child at home
- Seeing your primary care provider either virtually or in-person
- Going to a CCFCC

### Consider visiting a CCFCC if:

- You do not have a primary care provider
- Your symptoms or your child's symptoms are getting worse or are not improving, and you feel that you need medical care
- You are at high risk of getting very sick from COVID-19 and you qualify for COVID-19 testing and treatment

You can also consider contacting Health Connect Ontario or a walk-in clinic. At Health Connect Ontario, you can get advice from a nurse at any time of day by calling 811 or by online chat at [ontario.ca/HealthConnectOntario](http://ontario.ca/HealthConnectOntario).

### When do I need to go to the emergency department?

If you or your child develop severe symptoms, call 911 or go to the emergency department.

For adults, severe symptoms include:

- Shortness of breath
- Chest pain
- Loss of consciousness
- Confusion

For children, severe symptoms include:

- Working hard or straining to breathe – for example, the lower chest is moving in more than normal when the child breathes, the child is grunting, or the child’s nostrils are flaring
- Bluish skin
- Unable to breastfeed or drink
- Very sleepy or difficult to wake
- Peeing less than usual
- Fever with rash
- Seizures or convulsions
- Fever in an infant younger than 3 months

If you are worried your child is seriously ill, call 911 or go to the emergency department.

### How do I make an appointment at a CCFCC?

**Stratford**  
519-272-8210 ext. 2747

**Goderich**  
519-612-2320

**Grand Bend**  
519-238-2362 x 1

Online appointment booking is available for Stratford ([shorturl.at/ekIH4](http://shorturl.at/ekIH4)) and Grand Bend ([bachc.ca/oab](http://bachc.ca/oab)) locations.

**Appointments are required. We cannot accommodate walk-ins.**