

For primary care providers in East Toronto: How to ask questions about COVID-19 treatment and direct patients to assessment for COVID-19 treatment

Michael Garron Hospital (MGH) and East Toronto Family Practice Network (East-FPN) have established a team of physicians called the COVID-19 Outcome Assessment Team (COAT) to determine if Paxlovid treatment is necessary for an individual and to prescribe the medication, if appropriate.

The COAT is available at the [MGH Clinical Assessment Centre](#) every day from 9 a.m. to 5 p.m. The team provides walk-in and by-appointment assessments for patients and virtual counseling for primary care providers in East Toronto. This helps streamline care for patients in East Toronto, helping to prevent unnecessary Emergency Department visits for medically stable individuals.

If you are a primary care provider in East Toronto who has questions or concerns about COVID-19 treatment, or would like easy access to patient assessments regarding treatment, we encourage you to connect with the COAT using the pathways outlined below.

How to access COAT from Monday to Friday

If you are a Seamless Care Optimizing Patient Experience (SCOPE) member:

- Call 416-603-6418, press 5 for MGH and press 3 for the nurse navigator **OR**
- Email SCOPE@tehn.ca **OR**
- Text on Hypercare under SCOPE

The SCOPE nurse navigator can connect you to a COAT physician. SCOPE is available Monday to Friday from 10 a.m. to 6 p.m. (However, please note the COAT is only available until 5 p.m.)

Not a SCOPE member?

- SCOPE is a single telephone number through which primary care providers can link their patients to a range of hospital and community resources. [Learn more on East-FPN's website](#) and register for SCOPE [here](#).

We encourage SCOPE members to invite their colleagues to join SCOPE so they can get rapid access to the COAT, nurse navigation, general internal medicine, diagnostic imaging and more. This helps rapidly expand and strengthen the therapeutic distribution network in East Toronto.

How to access COAT on Saturday and Sunday

- Text on [Hypercare](#), a downloadable application that you can use on your phone to securely text with other healthcare providers at MGH, including COAT physicians
- Please note you must be credentialed at MGH to use Hypercare. [Learn more about Hypercare](#), including how to get credentialed at MGH

You can also direct patients to the MGH Clinical Assessment Centre (825 Coxwell Ave., west of Emergency Department) for an assessment by walk-in or appointment. COVID-19 treatment is available at the MGH Clinical Assessment Centre for high-risk individuals every day from 9 a.m. to 5 p.m.

