

Updated visitor guidelines for Oak Valley Health's Markham Stouffville Hospital Emergency Department

December 20, 2023

The Emergency Department (ED) at Oak Valley Health's Markham Stouffville Hospital is experiencing increased patient volumes during this challenging cold and flu season. To maintain patient safety and comfort, we are limiting visitors to the ED.

At this time one (1) support person is permitted with each adult patient, and two (2) support persons for our paediatric patients.

These changes are temporary, and are being put in place to prevent overcrowding that would make the department unsafe. Oak Valley Health is asking our patients and families for understanding and support for these changes.

Additionally, patients are experiencing longer wait times than usual. For patients with health concerns that are not emergencies, there are a number of options available:

- **[Community Health Clinic](#) – Monday to Friday, 9 a.m. to 4 p.m.**

Health care access for patients six months and older with urgent, non-life-threatening conditions. Offers care providers who specialize in both adult and paediatric care. Appointments can be booked for the same or next day.

- **[Virtual Urgent Care Clinic](#) – Daily, 1 – 9 p.m., open on all holidays**

Health care access for patients six months and older who require timely access to care for urgent, non-life-threatening conditions that can be addressed virtually. Offers care

providers who specialize in both adult and paediatric care. Appointments can be booked for the same or next day.

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