



## **Renfrew County Virtual Triage and Assessment Centre now offers online booking for COVID-19 tests**

**April 13, 2021** – Beginning today, when residents need to book a COVID-19 test with the Renfrew County Virtual Triage and Assessment Centre (VTAC), they can skip the wait time on the phone line and access the new online booking system.

“With the surge of community spread and the rise in variants of concern, testing demand is expected to go up and our new online booking system will save residents time when they need to book a test,” said Karen Simpson, Administrative Lead, VTAC. “We know that during busier times of day, individuals can face longer wait times to get through on the phone line to our medical receptionists.”

Ontario residents with an OHIP card, who are eligible for a COVID-19 test can access the new online booking system via [www.rcvtac.ca](http://www.rcvtac.ca). Through the booking system, new appointments for the following week are released every Thursday afternoon or Friday morning. Appointments can be booked up to 11 a.m. for same-day afternoon clinics and up to 6:30 p.m. on the day prior to morning clinics.

The online booking system is part of the Connected Care electronic health records system that has been developed in collaboration between Arnprior Regional Health (ARH) and other CHAMP hospitals including Queensway Carleton Hospital, l’Hôpital Montfort, Élisabeth Bruyère Hospital, Carleton Place & District Memorial Hospital and Glengarry Memorial Hospital.

“Our priority is to have an online booking system that will make it more convenient and straightforward and less stressful for residents to book their COVID-19 tests,” said Andrea McClymont, Manager, Health information Services and Decision Support and Chief Privacy Officer, ARH.

Visit [www.rcvtac.ca](http://www.rcvtac.ca) to access the online booking system and the step-by-step instructions to create your account. For residents who do not have access to the online booking system or require a physician assessment, they can schedule their appointment by calling VTAC at 1-844-727-6404.

### **About Renfrew County Virtual Triage and Assessment Centre**

The Renfrew County Virtual Triage and Assessment Centre (VTAC) was created in response to the COVID-19 pandemic to strengthen access to healthcare for all residents so our emergency departments and 9-1-1 Service can be reserved for genuine emergencies. It is for residents who have a health concern (including COVID-19 concerns) but either do not have a family physician

or cannot access their usual family physician. It also provides referrals to other services including mental health and community acute care. VTAC is a collaboration between Renfrew County Family Health Teams, Community Health Centres, the County of Renfrew Paramedic Service, Renfrew County Hospitals and the Renfrew County and District Health Unit, with the support of Ontario Health East. Learn more at [www.rcvtac.ca](http://www.rcvtac.ca)

**Media contact:**

Melissa McDermott  
mmcdermott@arnpriorheath.ca

