

April 2021

Dear Patient,

Thank you for patience as you wait for a confirmed date for your surgery. Across GTA hospitals, the pandemic has increased the time patients must wait for surgery. While Trillium Health Partners (THP) has continued to deliver urgent, life-saving surgical care throughout the pandemic, we know patients like you have been waiting.

We know this may be frustrating and worrisome for you. In partnership with your surgeon, THP is doing everything possible to book your surgery as soon as we can. Our ability to deliver more surgeries is based on the availability of hospital beds and staff to care for recovering surgery patients. There are a number of factors that affect us right now:

- We are in a third wave of the pandemic and the numbers of patients requiring urgent hospital care is now rising as the variants of COVID-19 spread further to younger populations with far more serious illness than we saw earlier;
- We are mandated by Ontario Health to reserve beds (and staff) to manage the provincial increase in patient care needs caused by the pandemic;
- The hospital has been admitting increasingly urgent and sick patients, without COVID-19, who may have delayed seeking care earlier in the pandemic but now need significant medical intervention.

THP has been balancing the above with the needs of people like you. We remain hopeful that as more vaccines are distributed to the community, we will see fewer COVID-19 patients, and be able to resume more normal operations.

We will increase surgeries as soon as it is safe to do so, pending the impact of this third wave. As we do, we will be booking to ensure most-at-risk patients like those with cancer, receive surgeries first. Depending on the kind of surgery you're scheduled to receive, it may take some time to book your appointment. We are sorry for your wait, but please know, we are making your health and safety a priority in these decisions. We're also working with your surgeon to ensure that once your surgery is booked, we won't have to cancel it.

We are grateful for the support of our community and thank you for entrusting your care to us. If you have concerns about your surgery, please speak with your surgeon. THP Patient

Relations is also available to discuss your comments or concerns about the hospital, Monday to Friday at (905) 848-7164 or by email Patient.Relations@thp.ca.

Sincerely,

Dr. Tom Short
Chief & Medical Director,
Surgery Program