



PATIENT GUIDELINES & PROCEDURES FOR IN-PERSON SERVICES

1. The Provincial Health Officer and our governing bodies have allowed practitioners to resume in-person care for cases that fit the criteria of urgent or exceptional circumstances.
2. They also recommend that we continue with Virtual Care / TeleHealth where clinically appropriate, and when it is deemed possible, all direct (in-person)care will be reassigned to Virtual Care/Telehealth.
3. NO walk-in patients will be accepted at this time as indicated by sign outside the door. Those patients need to call the Clinic and be screened appropriately.
4. Patients are to wait outside of the clinic and will be allowed access only during their scheduled appointment times. The doors will otherwise be locked (see signage outside clinic).
5. Only patients will be allowed access to the clinic. If someone has accompanied them, it is preferred they wait outside of the Clinic (in their car, or the chairs provided). If the patient requires assistance in and out of the Clinic, then the person accompanying them must remain seated in the waiting area or outside the clinic if possible.
6. Patients should limit the number of items brought into the Clinic to bare minimum. No food will be permitted. All magazines and toys have been removed.
7. Patients will be required to review and sign a specialized consent form that verifies the answer to all COVID-19 screening questions is NO. This needs to be done before each session.
8. Patients will be required to use hand sanitizer on hands and wrists before being moved to treatment area. Hand washing facilities and hand sanitizers are available; it is preferred you bring your own.
9. Due to the closeness or contact that is likely to occur with treatment, it has been recommended by WorkSafe, the Provincial Health Officer and our governing bodies that Personal Protective Equipment be used as appropriate for each situation. Therefore, we request that you please bring a face mask with you.
10. All persons are reminded that they should not touch their faces during their appointments.
11. If patients need to cough or sneeze at any point, they are to advise the practitioner as soon as possible and direct it into a tissue or their sleeve at the elbow. They will then be required to sanitize again.
12. Unless it is an absolute emergency we ask patients not to use our washroom facilities.
13. Although masks are helpful, to further minimize risk of contamination, all persons should direct their conversations more away from each other's faces than towards them.
14. Before and after each session: it is recommended that all persons practise hand hygiene; and we will have done a thorough cleaning of any used linens, equipment, plinthes, tools, doors, counters etc...
15. If a patient's condition changes whereby any of the COVID-19 questions become a YES answer, then this person must cancel their appointment and follow Self-Isolation procedures.