



## PATIENT GUIDELINES & PROCEDURES FOR IN-PERSON SERVICES

1. Health Practitioners are able to resume in-person care; there are some guidelines to follow.
2. Virtual Care / TeleHealth can be done where clinically appropriate.
3. NO walk-in patients will be accepted at this time as indicated by sign on outside of door. Please call the Clinic to book an appointment.
4. We expect that all parties involved will do a self-assessment to keep up-to-date with their symptoms. We ask everyone to make a decision that helps us keep the Clinic a safe and healthy environment.
5. If you have any symptoms, or have been in contact with someone that has, please cancel your appointment and follow the recommended self-isolation procedure (there will be no fee for these cancelled appointments).
6. Patients are to wait outside of the Clinic and will be allowed access only during their scheduled appointment times. The door will otherwise be locked (see signage outside Clinic).
7. 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.
8. Due to the closeness or contact that is likely to occur with treatment, it is recommended by WorkSafeBC, the Provincial Health Officer and our governing bodies that appropriate protection be used. Therefore, we require that you please wear a face mask to enter the Clinic and keep it on at all times.
9. Hand washing facilities and hand sanitizers are available; it is preferred you bring your own.
10. All persons are reminded that they should avoid touching 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. Before and after each session we will have done a thorough cleaning of any used linens, equipment, plinths, doors, counters etc...
13. If there is any change in our health, this Clinic will be closed and we will contact all involved.