

## What to expect during your appointment

As always, we are waiving our cancellation fee if you are sick. Please stay home if you feel unwell, we will do the same!

### 1

#### PREPARE

- Complete any required electronic forms at home and email them back to us including our COVID-19 Self Screening Questionnaire.
- Please read and become familiar with our screening procedures.
- Bring a mask.
- Wear appropriate clothing and leave unnecessary personal belongings at home or safely in your vehicle (purse, coats, water bottles...)
- Please leave family members at home or outside clinic unless a child requires their parent or you need assistance with mobility.
- Consider signing up for our online portal to book appointment, access/complete forms from your physio and retrieve invoices in the convenience of your own home.



#### WHEN YOU ARRIVE

- Please arrive a few minutes early for your appointment to prepare for screening (5 minutes).
- A screening board will be in the hallway outside the clinic door and once confirmed you pass the COVID-19 screening questionnaire you may enter the clinic.
- Follow the arrows to the hand hygiene station and follow instructions there.
- If you are not already wearing a mask, one will be provided by our office admins.
- Proceed to the 'X' and await direction to your therapy room.



### 2

### 3

#### WHAT WE LOOK LIKE

- For everyone's protection, your physio will be wearing personal protective equipment (PPE) which will include a mask, goggles and if appropriate a gown or gloves.
- You will notice our clinic has eliminated our waiting room chairs to allow for easier physical distancing and less chances of interaction.
- Every patient will have their own dedicated treatment space that has been thorough sanitized as always prior to their appointment.



#### LEAVING YOUR APPOINTMENT

- Booking future appointments can be done through our online portal, with your therapist; by phone or at the front desk.
- We prefer to make all payment transactions contactless for everyone's safety and will continue to direct bill through Telus and you can tap your credit/debt card, use Apple Pay or etransfer.



### 4

### 5

#### BEHIND THE SCENES

- We have reduced our number of physios working at one time.
- You will notice our clinic has eliminated our waiting room chairs to allow for easier physical distancing.
- Continue our thorough cleaning and sanitizing between each patient

