



COVID-19 PANDEMIC CLINIC PROCEDURES

Booking Appointments

In order to meet our commitment to patient safety, we have changed our booking procedures to include prescreening questions. We are asking patients to help us maintain a healthy and safe environment in our clinic by answering pre-screening questions truthfully and follow new procedures in the clinic where required. Clinic staff will collect screening information at the time of initial booking and during your reminder call the day prior to your appointment. The screening questions will apply to those that accompany patients, parents, care-givers, etc. You will be asked to sign attesting to the accurateness of the prescreening questions. The Printable Covid-19 Screening Tool will be available on our website and will also be sent to you through email for you to complete, print, and bring in on the day of your appointment should you be cleared to attend. You will be required to place your completed questionnaire face down in the designated basket so as to minimize contact.

Appointment Day

We ask that you arrive 5 –10 minutes prior to the start of your appointment time. We will ask you to wait in your car until we call or wave you in, or outside (weather permitting). Please note that there are only 3 chairs available in our waiting room in order to comply with physical distancing measures. Many of you will already have your own personal mask so we ask that you wear it properly over your nose and mouth prior to entry into the clinic. Should you not have a mask, one will be provided to you in the vestibule of the clinic. As it is extremely difficult to secure masks due to shortages, again please attempt to bring your own. Please do not bring gloves, we will ask you to remove them upon entry. Gloves are a false sense of security and does not replace hand washing.

Upon entering the clinic, a hand sanitizing area will be present at the front desk. We ask that you sanitize your hands prior to entry into your treatment session. Once sanitized, you will be directed by your clinician to your appointment room. For those of you that live close to the clinic, we would appreciate you use the washroom facilities at your home before attending. For others that travel a distance we can accommodate you. The washroom facilities must be sanitized after each use, regardless of your purpose in the facility. Nonetheless, the washroom will still be available, but keep in mind a 30 second visit equates to a detailed sanitization procedure. If the facility must be used, upon exiting, you must re-sanitize your hands prior to entry of any treatment room.

Upon completion of your appointment you will be directed to our administrative staff to pay and/or rebook your appointments should this not have been completed upon entry. There will be visible markers on the walls to indicate where one should stand while waiting. Your receipts will now be emailed, printed copies will not be provided. Minimizing contact wherever possible will be followed.

Covid-19 Clinic Safety Measures

Pro Physio wants to reassure all patients that our clinic is a safe environment for all to attend. Under the direction of all Regulatory Associations, Public Health, and the Chief Medical Officer, guidelines have been drafted to ensure the public's safety. The safety of you, your family members and our staff are our number one priority. Our booking procedures are modified to maintain physical distancing requirements that take priority over occupancy limits. Members of the public must adhere to the two metre distance rule, we have ensured this in our facility.

At this time, we have secured the necessary PPE (personal protective equipment) essential in protecting and preventing the spread of COVID-19. All sanitization products follow the Health Canada guidelines from hand sanitizers, hand wipes, and disinfecting products. Hand sanitizers all contain 60-80 percent ethanol or 60-70 percent isopropanol mixtures and appropriate DIN numbers. All of our products contain an 8-digit DIN number approved by Health Canada. Only the approved disinfectants with a virucidal claim are appropriate for the elimination of viruses in a clinic environment.

The frequency of cleaning and disinfection is dependent on the nature of use/contact of the surface/item in question. Our clinic disinfects all patient contact items between each patient use. Examples are but not limited to treatment tables, headrests, arm rests, chairs, all equipment, contact surfaces, exercise equipment, therapeutic tools, devices, diagnostic tools, procedural work surfaces, commonly touched areas, light switches, door handles, taps, toilets, handrails, counter tops, touch screens/mobile devices, keyboards, payment machine, clipboards, pens, towels, etc. We have eliminated all books, magazines, toys, remote controls, literature, brochures, paper receipts, self-serve candy dishes, baked goods and other open unsealed consumables which are not permitted.

We will still have our 24-hour cancellation policy in place with leniency toward illness related circumstances. We will not charge anyone for a missed appointment who suddenly exhibits symptoms of an illness or a member of the family that requires immediate attention.

The staff at Pro Physio appreciates all of our patients and deeply thanks you for all your support over the years!! As a community, we have done a wonderful job in following guidelines and we wish to continue that trend as we resume re-opening as directed. There are many on-line self-assessment tools available should you be interested in conducting a screen. You can also complete, print and bring in the printable screening tool below prior to your appointment.



PRINTABLE Covid-19 Screening Tool

(Adapted from the online questionnaire @ covid-19.ontario.ca as of May 17, 2020)

(This form may be also be completed by someone else on your behalf.)

Are you currently experiencing any of these issues? Call 911 if you are.

- Severe difficulty breathing** (struggling for each breath, can only speak single words)
- Severe chest pain** (constant tightness or crushing sensation)
- Feeling confused or unsure of where you are**
- Losing consciousness**

Are you currently experiencing any of these symptoms? Choose any/all that apply.

- Fever (feeling hot to the touch, a temperature of 37.8 degrees Celsius or higher)
- Chills
- Cough that's new or worsening (continuous, more than usual)
- Barking cough, making a whistling noise when breathing (croup)
- Shortness of breath (out of breath, unable to breathe deeply)
- Sore throat
- Difficulty swallowing
- Runny nose (not related to seasonal allergies or other unknown causes or conditions)
- Lost sense of taste or smell
- Pink eye (conjunctivitis)
- Headache

- Digestive issues (nausea, vomiting, diarrhea, stomach pain)
- Muscle aches
- Extreme tiredness that is unusual (fatigue, lack of energy)
- Falling down often
- For young children and infants – sluggish or lack of appetite

None of the above

Are you in any of these at-risk groups?

- 65 years or older
- Pregnant or recently gave birth
- Getting treatment that compromises (weakens) your immune system (for example: chemotherapy, medication for transplants, corticosteroids, TNF inhibitors)
- Having a condition that compromises (weakens) your immune system (for example – Lupus, rheumatoid arthritis, other autoimmune disorders)
- Having a chronic (long lasting) health condition (for example - diabetes, emphysema, asthma, heart condition)
- Regularly going to a hospital or health care setting for a treatment (for example – dialysis, surgery, cancer treatment)

None of the above apply to me

In the last 14 days, have you been in close contact with someone who tested positive for COVID-19?

Close physical contact means:

- Speaking with someone less than 2 metres away for over 15 minutes
- Being in the same room or workspace for over 15 minutes
- Living in the same home

Yes

No

In the last 14 days, have you been in close contact with a person who either:

- Is currently sick with a new cough, fever, or difficulty breathing?

Or

- Returned from outside Canada in the last 2 weeks?

Close physical contact means:

- Speaking with someone less than 2 metres away for over 15 minutes
- Being in the same room or workspace for over 15 minutes
- Living in the same home

Yes

No

Have you travelled outside Canada in the last 14 days?

Yes

No

I certify that the information provided above is true to the best of my knowledge and belief as completed on this date.

Patient Name: _____

Patient Signature: _____

Date: _____

