



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 time of booking and again in person at the time of 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 prescreening questions upon each visit. The pre-screening questions will be available through our website, phone appointments, and posted on the clinic door.

Appointment Day

We ask that you arrive as close to your appointment time as possible. The purpose is to adhere to the gathering size guidelines. If you are early, that's fine, your comfort is important, so you may wait in the clinic, in your car, or outside (weather permitting). The clinic chairs are set up for social distancing measures which allows for only 3 people in the waiting room at any given time. Many of you will already have your own personal mask so we ask that you wear it prior to entry into the clinic. Should you not have a mask, one will be provided to you. As it is incredibly 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 and that your mask must be worn properly. 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 is 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 COVID19. 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. Environment cleaning and disinfection is essential to avoid the possible spread of COVID-19. 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 reopening when allowed. We consider you all so very important and wish nothing but the best for each of you!

Please click on the link below to perform a Self-Assessment Screen prior to your appointment.

[Self Assessment Tool](#)

