

In-clinic appointment information

Your in-person appointment is booked!

We look forward to seeing you soon and wanted to share some changes that include enhanced patient screening, changes to how we utilize our clinic space to ensure social distancing and additional cleaning and infection control measures.

To help you prepare for your appointment, below are more details on what to expect and the ways we're ensuring the health and safety of our staff and patients.

Before your appointment

- If anything changes and you need to reschedule, please call the clinic as soon as possible to select a new day and time.
- If you are paying privately, we will ask for your credit card information in advance of your appointment as we are not currently accepting cash or cheques. You will only be billed following the completion of your session.

On the day of your appointment

- Please arrive on time for your appointment. We kindly ask that you limit the number of personal belongings you bring into the clinic.
- When you arrive, please remain in your vehicle and call the clinic to let us know that you arrived. This will allow us to control the number of patients coming in and out of the clinic at any given time.
- We are limiting in-clinic visits to patients only for safety and to ensure social distancing. If you require assistance, please let us know.
- We will complete a brief health screening to ensure there have been no changes to your health status and our team will let you know when to enter the clinic.

Entering the clinic

When you enter, a team member will take a quick, touch-free temperature check. Hand sanitizer is available for use before your appointment and you will receive a mask to wear during your treatment.

After your session

- Fees for your appointment will be charged at the end of your session to the credit card provided. We will direct bill your extended health care, where possible, and will email you a copy of your receipt (you can also access payment history and receipts on our Patient Portal).
- If your therapist provides you with rehabilitation products or supplies, we will charge the credit card provided and email you a copy of the receipt.
- To help minimize contact with our administrative staff, your therapist will attempt to book your next appointments before you leave. Otherwise, you may call us at your convenience.

We look forward to seeing you soon. If you have any questions about the above details or anything else related to your appointment, please call us at anytime.

SCREENING QUESTIONNAIRE

Prior to your appointments, IF you answer yes to any of the following, please contact our office immediately:

1. Do you have any of the below symptoms?
 - A fever greater than $> 37.8^{\circ}\text{C}$
 - New onset of cough or worsening of chronic cough
 - New or worsening shortness of breath
 - New or worsening difficulty breathing
 - New or worsening sore throat
 - New or worsening runny nose
2. Have you had a positive COVID-19 test within the last month and/or awaiting the results of a COVID-19 test?
3. Have you or anyone in your household traveled outside of Canada in the last 14 days?
 - a. If you live in the Maritime Provinces (New Brunswick, Nova Scotia or NFLD) have you travelled outside the province in the last 14 days?
 - b. If you live in Manitoba, have you travelled outside the province in the last 14 days?
4. Are you currently being investigated as a suspect case of COVID-19?
5. Have you tested positive for COVID-19 within the last 14 days?
6. In the last 14 days have you been in contact with someone who is a confirmed case of COVID-19?

