

Information for Patients (on website)

Thank you for booking an in-clinic appointment with PhysioFirst Orthopaedic and Sports Centre. We want to assure you that the health and safety of you and our staff is our number one priority. Over the past month, we have invested considerable time and resources in developing policies and procedures in order to keep everyone safe. Prior to arriving, we kindly ask that you read all the FAQs below to prepare for your upcoming appointment. We require you to complete the checklist items prior to your arrival.

Pre-arrival Check List:

- 1) Review FAQs attached
- 2) Review the screening questions attached and be prepared to provide your answers upon check in at the front desk.

Q: What am I required to do prior to arriving to my appointment?

Prior to your appointment, we are asking all patients to review the FAQs below and complete the screening questions. Everyone entering the clinic (patients and companions) must pass the screening questions which will be available on the website, via email appointment reminders, and posted at the reception desk.

For the protection of yourself and others, we ask that you arrive to your appointment with a mask.

Q: Can I bring someone with me to my appointment?

When possible, we encourage all patients above the age of majority (18) to come independently to their appointments to reduce the risk of COVID spread. If you require assistance at your appointment, all companions must complete and pass the screening questions and wear a mask.

Q: When should I arrive to my appointment?

Please arrive as close to your appointment time as possible and wait in your car or outside (weather permitting). We will text you when you are able to enter the clinic. This will allow us to maintain physical distancing as much as possible.

Q: What should I expect when I arrive to the clinic?

Upon entering the clinic, you will be greeted by our administrative assistant, asked to clean your hands with the provided hand sanitizer, asked the screening questions again, and have your temperature taken. When cleared, you will be asked to pre-pay for your appointment. Your receipts will now be emailed as printed copies will not be available during the COVID period.

Once you have checked in, you will be directed to a treatment room to wait for your appointment.

Q: What do I need to bring to my appointment?

To encourage a safe environment at the clinic, please bring the following to your appointment:

- **Mask** – please wear a mask when entering the clinic.
- **Water bottle** – we are no longer providing disposable cups onsite and encourage you to bring a reusable water bottle.
- **Credit Card** – please bring your credit card as we are limiting the receipt of cash.
- **Please arrive in the clothing that you will be treated in** e.g. shorts, T-shirt, to limit extra items of clothing in the treatment room.

Q. What measures are put in place to ensure the clinic is a safe environment?

PhysioFirst Orthopaedic and Sports Centre want to reassure all patients that our clinic is a safe environment for you to attend. We have taken the following measures under the direction of our Regulatory Associations, Public Health, and Chief Medical Officer:

- Our appointment booking times have been modified to maintain physical distancing requirements and to ensure cleaning and disinfecting between patients.
- We have all the necessary Personal Protective Equipment (PPE) in protecting and preventing the spread of COVID19.
- We have sanitization products that follow the Health Canada guidelines including hand sanitizers, hand wipes, and disinfecting products. Our clinic disinfects all patient contact items between each patient use.

Q: Are public washrooms still available?

Yes, public washrooms are still available outside the clinic in the common area. If possible, we encourage you to use your washroom facilities at home before coming for your appointment. For those who use the public washrooms, we request that you sanitize your hands again when reentering the clinic.

Q. What if I become sick prior to the appointment?

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