

# New CoVid-19 Appointment Protocol at QSPTR

Queen Square Physical Therapy & Rehab will be open to book appointments as of June 15, 2020, and we will start treating patients on June 18th, 2020. **Our number one priority is safety** – for our patients, staff and community. We have made some significant changes and the clinic may look a little different the next time you visit us.

Please review this entire document. It outlines important steps that must be taken before, during, and after your appointment at the clinic. These changes will require some patience from both you and our staff. We are going to take things slow, so we can keep everyone as safe as possible. We sincerely appreciate your patience. By adhering to these changes, we will all be able to safely help you get back to being healthy and pain free.

## A little more paperwork for you

- A new COVID-19 Screening Questionnaire must be filled out by everyone – even our returning patients. This must be completed at the time of booking your appointment over the phone, through your emailed appointment reminder the day before your appointment and when you arrive at the clinic on the day of your appointment. Every time. A little frustrating, but please keep in mind, our number one priority is safety. You can get the questionnaire by clicking [http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019\\_patient\\_screening\\_guidance.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_patient_screening_guidance.pdf) Please complete it and email it back to us before your appointment. When you get to the clinic, you will see something similar posted upon entry. Please review it again before entering the clinic. If, based on your symptoms, the form suggests not to enter the clinic, please go home and give us a call to discuss. Due to government regulations, you will not be able to enter the clinic without completing the mandatory screening.
- For new patients, we will email you our intake forms so they can be filled out at home and brought to the clinic at your first visit.

## Masks

- You will be required to wear a mask to enter the clinic, and for all appointments. It can be medical masks or cloth coverings. Please bring your own mask. If you do not have one, a mask can be purchased for \$1. We have the right to refuse service if you do not adhere to the mask protocol.
- All of our staff will also be wearing a mask and/or face shield while at the clinic.

## Arrival at the Clinic

- Please wait outside the clinic, either downstairs or in your vehicle until the time of your appointment.
- Please enter the clinic at the **exact time** of your appointment.
- You will notice there isn't anyone else in the waiting room. We've staggered our appointments to ensure physical distancing.

## **Personal Items**

- Please leave all personal belongings that are not needed at home, or in your vehicle. This includes jackets, bags/purses, and water bottles. You may bring in a method of payment, your cell phone, electrodes that are used for any electrotherapy (TENS or IFC) and your own resistance bands for exercise therapy. We will have self adhesive electrodes and resistance bands available for purchase so you will have a set just for your own use.

## **Hand Sanitizing**

- You must sanitize your hands immediately upon entering the clinic, or when asked to do so by a staff member, and before leaving the clinic. This can be done by washing them in the washroom or by using our hand sanitizer.

## **Others at your Appointment**

- No one will be allowed to accompany you to your appointment unless you are under the age of 16 and require a parent/guardian OR if you need assistance for mobility or safety concerns.
- If someone must accompany you, please let us know in advance. They will also be required to complete the mandatory CoVid-19 Screening Questionnaire.

## **Waiting Room**

- Please only enter the waiting room if there is no one else in it, or you have been instructed to do so by a staff member.
- Use the markings on the floor to respect physical distancing.
- Please avoid touching any surfaces while waiting for assistance.

## **Washrooms**

- There will be no washrooms available to the public, except in the case of an emergency. One of our washrooms will be used as a hand washing station.
- Please use your washroom at home prior to coming for your appointment.

## **Scheduled appointments**

- Your appointment will take place in your therapist's designated treatment area or in the gym. We are limiting the number of appointments to allow for physical distancing.
- Only the necessary equipment will be brought into the treatment area or gym, and all equipment will be thoroughly sanitized after each use. It's going to smell better than a new car.

## **After Your Appointment**

- In order to limit the number of people in the clinic at one time, and to allow for time to disinfect in between patients, we are going to keep a tight schedule and your appointment time will be strictly

adhered to. Physiotherapy treatments are for 30 minutes and chiropractic treatments are for 15 minutes. Massage therapy treatments are for 30, 45 or 60 minutes. We genuinely enjoy spending time with you, but when your time is up, it's time to go.

- Your therapist will either book your follow up visit with you or see you to the reception area where the front desk staff will book your next visit and process payment.

## **Payment**

- All payments will occur without direct contact with the front desk staff, who is behind plexiglass.
- Please pay with a debit or credit card, or you may add your credit card to your file. No cash will be accepted at this time. We will be cleaning the payment terminal after every use.
- If you are eligible for direct billing to your extended health care insurance, please email us a copy of your benefits card prior to your first appointment, so we can add the information to your file.
- You will receive an electronic receipt via email.

## **Exiting the Clinic**

- Once payment is completed, please sanitize your hands and leave the clinic immediately. We know this sounds harsh, but please keep in mind, safety is our number 1 concern.

**It's going to be a little tricky at first, but we'll get through it together.**