



Welcome Back!!

We are so excited to welcome back our patients and staff.

We have updated some of our clinic procedures to ensure everyone's health and safety.

To reduce exposure to patients, clinicians and staff-

- Commonly used surfaces (counters, door handles, bathrooms, supplement cabinets etc) are cleaned throughout the day. The credit card machine and other items patients use will be cleaned after each visit.
- All rooms have hand sanitizers and disinfectant wipes for clinicians to clean between visits.
- The clinic has required Protective Personal Equipment (PPEs) (masks and gloves) for clinic use.
- Treatment rooms and equipment will be sanitized between each patient visit

- All patients will be screened when they are called to confirm appointments
- Proper hand washing technique sign has been put up in the washroom as a reminder
- Signs are posted on clinic doors listing COVID-19 symptoms and advising patients to return home and call Telehealth Ontario at 1-866-797-0000
- Patient visits will be spread out to limit the number of people in the reception area at one time. We ask that only the patient comes to a visit accompanied only if they are a child or require assistance.
- Clinicians will wear PPE(masks and gloves) if doing any procedure that involves touching a patient or if in close proximity to the patient.
- Curbside pickup of supplements will continue to be available, simply call in your order.

Scheduling Appointments-

-When calling to book an appointment, you will be asked the following screening questions:

- In the past 14 days have you:
 - Developed any symptoms of acute illness such as cough, fever, or shortness of breath?
 - Been in close contact with a person who tested positive for COVID-19?
- If the answer is “no” you may schedule an appointment. If the answer is “yes” to either of the questions you will be advised to call Telehealth Ontario at 1-866-797-0000

- Patients have an option of telemedicine with most of our clinicians. Please note, that there are specific situations when the clinician will need to see the patient in person. For example, if any aspect of the physical exam is necessary or to assess muscle and joint related concerns.