

FOR THE SAFETY OF OUR PATIENTS AND STAFF, WE ARE:

- Encouraging virtual appointments (e.g. by telephone) whenever possible to minimize office visits.
- Staggering in-person appointment times to avoid crowding in the office.
- Limiting use of the waiting room to allow 2 meter (6 feet) physical distancing between individuals.
- Wearing a mask and/or other PPE for all patient encounters.
- Washing or sanitizing our hands, before and after every appointment.
- Cleaning and disinfecting all tools, medical instruments, chairs, exam tables and high-touch surfaces before and after every appointment.

PREPARING FOR YOUR APPOINTMENT:

- **Please wear a mask from home** (cloth or otherwise), if possible, as we have a very limited amount of disposable masks available on hand. We would also like to reduce the amount of waste created from disposables.
- **Please arrive on time for your appointment** as there is very limited space in the waiting area due to physical distancing requirements.
- **Call us from your vehicle or from the lobby to register** and let us know you've arrived. If an exam room is not yet ready for you, you may be asked to wait in your vehicle (or in the waiting room if there is adequate space.)
- **When your exam room is ready, we will call you to notify you.**
- We ask that you **arrive alone for your appointment**, but may bring one other individual for support if required.
- Please **bring only what is necessary** to your appointment, and leave other personal belongings in your car or at home.
- **Do not bring food or drinks** to your appointment.

IN THE OFFICE:

- Please **keep your mask on at all times**, from the time of arrival until departure. We encourage you to continue to wear your mask in all public spaces.
- Avoid touching the outer surface of your mask.
- **Disinfect your hands upon arrival.** There is hand sanitizer in the waiting area and in the corridor.
- **Maintain 2 metres (6 feet) distance** from staff and other patients.
- For sanitary reasons, **avoid touching any surfaces unless necessary.** Do not sit on the exam table except when asked to do so.
- Please also **disinfect your hands again after your appointment.**

NO SHOW/CANCELLATION POLICY:

- We kindly request a minimum 24 hours notice for cancellations/ rescheduling of appointments.
- Exceptions will be made for cancellations if you or anyone in your household has:
 - *Travelled outside of Ontario in the past 14 days*
 - *Had close contact with a person who tested positive for COVID-19*
 - *Experienced any of the following symptoms— fever, cough, sore throat, runny nose, or difficulty breathing (that is not related to a pre-existing condition)*
 - *Been legally required to self-isolate in the past 14 days*
- A fee will be charged to patients who miss their appointment without due cause.

WE APPRECIATE YOUR PATIENCE AND UNDERSTANDING DURING THESE CHALLENGING TIMES.

Due to these safety precautions, you may experience:

- * more frequent busy signals when trying to call the office
- * a longer wait for an in-office appointment

We will continue to assess this situation as it evolves. In the meantime, we encourage everyone to stay safe.