

*Important information! Please read the entire document*

## **WOMEN'S HEALTH PHYSIOTHERAPY CENTRE**

### **WELCOME!!**

We are excited to begin in-clinic treatments for Physiotherapy and Massage Therapy starting June 8th, 2020.

Your health and well being is our utmost concern! We are doing everything we can to mitigate your risk and have new policies and procedures to comply with new standards of practice for health professionals.

**As with anything in life, we cannot guarantee a 100% covid free environment, but we are following the current guidelines for cleaning procedures and personal protective equipment to the best of our ability.**

**It is up to you to decide if the benefit of coming to an in-person treatment outweighs the risk of potential exposure.**

Your health is our utmost priority. We treat an at-risk population in our clinics and therefore it is essential that all patients, regardless of your risk, follow our new protocols to ensure not only your own wellbeing, but that of your therapists and other patients.

It is impossible to physically distance while providing hands-on treatment! So, here is what we are doing to mitigate your risk for in-person visits at Women's Health Physiotherapy Centre:

### **COVID Screen prior to EACH in-person appointment (Physiotherapy and Massage Therapy):**

- About 8 hours before each of your in-person appointments, you will receive an email from us with a covid screening survey
  - Please click on the link and fill out the survey at your earliest convenience and no later than 2 hours before your appointment time
  - A negative screen is required to be able to attend in person

- A positive screen will require converting to a tele-rehab or rescheduling until a negative screen is achieved.
- At your appointment time we will double check that you still have a negative COVID screen before calling you into the treatment room
- Your attendance for an in-person appointment implies consent to the risk of exposure despite all our sanitization procedures intended to prevent the spread

### **Hybrid Treatment Model with Virtual-Rehab (Physiotherapy)**

We are loving the virtual-rehab option and in order to help slow the spread and flattening the curve, we will be moving forward with a hybrid model. This means your first/initial assessment will be through a PIPEDA/HIPPA (privacy) compliant virtual platform. Then, together, we will customize your treatment plan with a mix of in-person visits and virtual-rehab

You still get the same great treatments, customized to your individual needs, with more options of delivery. How great is that!!!

- Any appointments that do not need manual (hands-on) treatment will be done on through a virtual appointment
  - All Initial assessments for new patients (they are 90% talking anyway)
  - Quick follow up questions (book a 15 min appointment)
  - Follow ups to progress exercises to achieve treatment goals
  - Work (from home or office) set up/ergonomic assessments
  - Exercise review, especially with home equipment such as weights or kids
  - Post partum 2 week follow up
  - Anyone who screens positive on our COVID survey 12 hours prior to treatment
  
- IN-person visits (follow up visits only):
  - Manual therapy/hands on treatments
  - Physical assessments (i.e. Diastasis, Prolapse, Pelvic Floor, etc...)
  - Post-partum 6 week follow up for pelvic exam

**Physical Distancing/Limiting people in the clinic (Physiotherapy and Massage Therapy):**

- There is a buffer between appointments to allow for enter/exit, without overlap ( as much as we can control), and allow time for disinfecting
- Only essential companions should accompany you in the clinic:
  - only 1 parent chaperone of child being treated
  - small babies -if unable to leave them with an alternate caregiver. (Please have them in their car seat or stroller)
- Please do not enter the clinic until approx 5 minutes before your scheduled visit and sit in waiting room in a way to maximize physical distance from the door/others, just in case there is an unavoidable overlap
- Please limit your time in the waiting room before and after your appointment.

**PPE: personal protective equipment (Physiotherapy and Massage Therapy):**

For ALL Patients:

- Masks:
  - all patients are required to wear a mask
    - please let us know ahead of time if you have a medical condition that prevents you from wearing a mask
  - you can wear a clean homemade cotton/linen mask or a disposable medical/procedural mask
  - if you need a mask, you can purchase one at your appointment. Due to the exorbitant costs and difficulty procuring PPE at this time, we will be charging \$2 for a disposable medical mask
- Hand washing:
  - Hand washing is sufficient. Please don't waste gloves. They are in short supply and becoming ridiculously expensive! Besides, you need to wash your hands before and after anyways!
  - We have 3 hand washing stations:
    - hand sanitizer at the entrance to the clinic,
    - hand sanitizer in the treatment room
    - soap and water in the bathroom
- Please wash your hands upon entry and exit to the clinic and anytime you touch your face

### Your Therapists:

- Therapists will wear a mask for all treatment sessions and during cleaning protocols
- Visors and gowns are available and will be worn if deemed appropriate by the therapist for specific treatments
- Gloves have always been worn as appropriate ;)

### Sanitization:

- we have scheduled a cleaning time buffer to allow thorough cleaning and disinfecting of the treatment room between appointments
- using medical grade, government of Canada approved disinfectant products with registered DIN
- the waiting room and bathroom will be sanitized at least 2x/day, more as time allows

### How you can help/what you can do:

- arrive on time, if early please wait in your car or outside the clinic
- help us stay on time!! Let us know at the beginning of the treatment if there is any specific hands-on treatment or new assessment you would like during your session. With the need to disinfect between patients we must stay on schedule and therefore will need to budget time according to your goals at each session
- come with your mask, or you can purchase one from us for \$2.00 before your visit ( you must wear a mask on to be seen for an in clinic appointment)
- if you have any symptoms or a known exposure, please reschedule to a virtual visit
- use the hand wash/sanitization stations throughout the clinic
- avoid touching your face as much as possible
- Smile! Things are different but our care and desire to help is the same. We are here to help.

**We are excited to see you! (in person or through the computer :)**