



Hello PhysioWorks Family & Friends,

On April 30th, Alberta's Chief Medical Officer of Health, Dr. Hinshaw indicated that changes to CMOH Order-07 are pending as part of the Government of Alberta's plan to re-open the economy. Order-07 is the order which established that physiotherapists were only able to provide urgent, in-person services due to the COVID-19 pandemic. The specific changes were not provided by Dr. Hinshaw. However, Premier Kenney indicated that regulated health professionals would be allowed to re-open provided they comply with the directions of their regulatory College.

While the relaunch announcement was presented in a manner that made it sound as though we are just back to normal, it will be some time before that happens. The important part of the announcement is that we must comply with the directions of our regulatory college. As health care professionals who are regulated by the Health Professions Act and Physiotherapy Alberta College + Association (PACA), we have some rules that we are required to follow. The information from our College is open access and you may access it here is you wish https://www.physiotherapyalberta.ca/covid_19_pandemic/

So.....you will see a few changes that will allow us to address the needs of our community. **We have been working very hard ensuring that our policies and procedures will keep both our patients and staff safe and healthy.** We have trialled our procedures the last few weeks and our clinic procedures are running smoothly. **We can now offer in clinic appointments in addition to video appointments. In clinic appointments will look a little different from what they looked like before.**

We will be screening staff and patients prior to them entering the clinic. You will be asked to complete a Health Screening Questionnaire prior to arrival for your appointment. Your therapists are completing the same questionnaire to ensure no one is coming into the clinic and potentially putting us and others at risk. Please respect the orders from the Chief Medical Officer of Health (CMOH) (Dr. Hinshaw) and reschedule your appointment if you are required to self-isolate. **Cancellation fees due to illness are being waived.**

We will have no waiting room. Please arrive no earlier than 5 minutes before your appointment or call us when you arrive, we will advise you when we are ready for you to enter.

At Kingsview, please call 403-945-0227. At Coopers, please call 587-360-0227; please be mindful of the spacing on the elevator.

The number of people in the clinic at one time will be limited. To accommodate this, **no companions will be allowed to attend with you.** The exception to this is in the treatment of a minor; ONE guardian may attend. The guardian will be required to follow the same masking and hand washing requirements. In addition, they will be asked to sit 6 feet away from the treating therapist.

We will have bleach water in several areas of the clinic. So, between each client / patient interaction, everything is getting wiped down – door handles, counters, equipment, etc. We make it fresh every morning at 1000 parts per million.

We will be washing hands between each appointment (as usual) and multiple times in between. The washroom door will be propped open, so anyone can access it to wash their hands without touching door handles. **You will be asked to wash your hands:**

- ✓ upon arrival at the practice setting
- ✓ before and after use of weights, exercise equipment or similar shared equipment
- ✓ prior to processing payment (if applicable)
- ✓ prior to departure from the practice

If the washroom is required for toileting uses, the prop can be pushed out of the way with a foot. Handles and taps will be wiped with bleach spray after use.

You will be required to wear a mask during your appointment. We will help you with information on how to don/doff (put a mask on properly).

Payments will be completed online. Patients will be required to have a valid credit card on file. Credit card information is stored offsite by our merchant services company. Neither PhysioWorks nor the Jane App (the booking system) have access to the card information, we can only see the last 4 digits, much like on a receipt from the grocery store.

You can read more on this here. <https://jane.app/guide/privacy-and-security/is-jane-pci-compliant>

You can enter your credit card information yourself through your account (preferred method) or you can call us with the information and we can enter it for you.

<https://jane.app/guide/payment-processing/add-a-credit-card-from-the-client-my-account-portal>

If you have ever been booked in at PhysioWorks, you have an account. Please **DO NOT CREATE A NEW ACCOUNT** as it will not link to your file. If you are unable to access your account, please let us know and we can assist.

We can e-mail you a pay link to pay directly or we can bill the credit card on file, just let us know your preference. If we are billing your health benefits on your behalf and for any reason your insurance does not pay (including errors on our part, because, well....we are human and mistakes do happen) you will be advised prior to your credit card being charged.

When interacting with the front desk, **please stay back from the desk to ensure the 2m distance is maintained.** You will note that sneeze guards have been installed; please respect these and remain in front of them. As humans, we are resistant to barriers to human interaction, so **please resist the urge to move to the side of these barriers to interact with our front desk.**

In clinic appointments will be very limited due to the restrictions we must follow, including allowing for social distancing and extra cleaning and sanitizing. Please be patient with us and understand we are doing our best to assist everyone in the most prudent manner possible. **Online booking is temporarily disabled.**

Lastly, **THANK YOU** to all of our wonderful clients! We are honored to be a part of your lives and to have established some truly cherished friendships with all of you! We are here for you! Stay safe & stay well. We will get through this!

The Team at PhysioWorks