



**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.**

If you are unable to attend, or **if you find your therapist unable to attend, we do have the option for telehealth.** Telehealth is a video appointment (like FaceTime or Zoom) where you can receive guidance on self treatment techniques from your therapist from the comfort of your own home. If you or your therapist are unable to attend for an in-clinic appointment, your therapist will discuss if telehealth is good options for you.

**We will have no waiting room. Please arrive no earlier than 5 minutes before your appointment.**

**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.

We are implementing additional sanitizing between patients with a sanitizer approved by Health Canada.

We will be washing hands between each appointment (as usual) and multiple times in between.

**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). Upon arrival you will be asked to sanitize your hands and change into a mask provided by us. As you are no doubt aware, Alberta is lifting the mask mandate provincially. The CMOH has not yet provided any update to specify that masks will not be required in community setting such as

PhysioWorks. **Until we have clear guidance from the CMOH and our regulatory College, mask use will still be required in clinic.**

**Patients will be required to have a valid credit card on file if we direct billing to your insurance.** 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>

If there is a balance owing, you can pay at the time of your appointment 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.

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.

When interacting with the front desk, 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.**

Please be patient with us and understand we are doing our best to assist everyone in the most prudent manner possible.

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.

The Team at PhysioWorks