



Owned & Operated by JAJ Martin Physiotherapist Corporation

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## **COVID-19 APPOINTMENT PROTOCOL**

While Oceanside Physiotherapy is now authorized by the Provincial Health Authority and the College of Physical Therapists of BC (CPTBC) to provide non-essential, in-person care. There are a number of adjustments made to our appointment protocol that must be followed to ensure client, staff, and community safety with each visit.

Please review the following steps to be taken before, during, and after each in-person appointment at Oceanside Physiotherapy. We appreciate your willingness to follow these standards and promote health and safety for all!

### **FORMS TO SIGN**

You will receive an appointment reminder email the day before your appointment. Attached to that email will be a COVID-19 screen questionnaire and waiver. Please complete and sign the form and bring it with you for your appointment. This form ensures you are an appropriate candidate for in-person care, and are comfortable with the risks associated with an in-person appointment. You will not be able to enter the facility until this form is completed. If you do not see this email in your inbox the day before your appointment, please check your junk folder and contact our clinic if it's still missing.

You will also be required to complete the on-line BC-Covid-19 Self-assessment Tool, prior to entering the clinic. This will take approximately 30 sec. and will be completed on a tablet. The tablet will be sanitized prior to use.

## **MASKS**

All clients who enter our facility are required to wear a mask. You may bring your own mask with you, which can be either cloth or paper. If you do not have a mask, you may purchase one upon your arrival at the clinic for \$2. When you enter the clinic, please ensure that your mask is on. If you are purchasing one from us, please indicate this to the admin team member when they call you in for your appointment so that they may have it ready for you. We are going to donate all proceeds to the Parkville Food Bank.

## **ARRIVAL AT THE CLINIC**

When you arrive at the clinic, please wait in your vehicle until the time of your appointment. Our front desk staff will call you when they are ready for you to come in for your appointment. You will be directed to one of two assigned entrances, the 'whale entrance' or the 'starfish' entrance. The staff will open the doors for you. If you do not have a phone, please wait outside the clinic and stand on the designated markers.

## **PERSONAL ITEMS**

Please leave all personal items (including jackets, water bottles, purses, etc.) in your vehicle. If you will be arriving by bicycle, we ask that you lock your helmet to your bike, and leave any other personal items at home.

## **OTHERS IN YOUR APPOINTMENT**

No one will be allowed to accompany you to your appointment, unless you are under the age of 19 and require a parent/guardian, OR you would typically have an assistant with you for safety or mobility concerns. If someone will be accompanying you to your appointment, please let our administrative team know in advance so that we can ensure additional forms are completed by these individuals.

## **HAND SANITIZING**

Once you enter the clinic, you must stop at the hand sanitizing station and sanitize your hands. If your hands are visibly soiled, you will be required to wash your hands using soap and water first. Our admin team member must observe you complete this task.

## **WASHROOMS**

Please note that there will be no washrooms available to the public, except in the case of an emergency. Please use the washroom at home prior to leaving for your appointment.

## **APPOINTMENT**

The admin team member will direct you to your treatment room where you will stay for the duration of your visit. Please avoid touching any surfaces while you are waiting for your therapist. The physiotherapist will then enter the room, wearing a mask and will commence the treatment. You will not have access to the gym. If certain equipment is needed, it will be brought into the room for your use during the appointment. All equipment is thoroughly sanitized after each client's use.

## **AFTER YOUR APPOINTMENT**

Once the appointment is complete, if follow-up appointments are needed or payment is required, the physiotherapist will direct you to the scheduling hub where an admin team member will assist you with anything further. Please stand on the yellow foot print.

## **PAYMENT**

All billing and payments will occur without direct contact with the admin team member. Our preferred method of payment will be using a credit/debit card via the tap method. The credit card machine is sanitized after every use. Cash/cheque is strongly discouraged.

**EXIT**

The admin team member will then direct you to the hand sanitizing station. If you have your own mask, you will sanitize your hands and proceed to the exit. If you have a disposable mask, you will sanitize your hands, dispose of your mask and you will sanitize your hands once more on the way out. You will exit the building via the same designated entry point you used earlier.

*Thank you for your cooperation!*