

## Covid-19 Update

The Chief Medical Officer of Health has revoked the directive that ordered all regulated health professionals from offering non-essential services. We will be gradually starting to book appointments at our office. I have been attending several webinars from all over the world to keep on top of current best practices regarding safely opening our practice with appropriate social distancing protocols and sanitization procedures in effect to protect the health and safety of all of our patients and dedicated staff.

- We have plexiglass partitions in place, hand sanitizer is available throughout the office.
- All the staff will be wearing masks.
- All staff will have their temperature checked daily and will only work if they are well.
- The entrance area, examination rooms and reception area including doorknobs and any other surface that could have been touched will be disinfected after each patient. Only one patient will be in the office at any time.
- Patients should come to the office alone except for caregivers for disabled patients, translators or parents of underaged minors.
- No food or drink in the office.
- Please call for a time to arrive for product purchases - no drop-ins.

When you arrive for your appointment, do not come directly to the office - stay in your car or in the lobby. Please text or call our appointment check-in line at **(226) 448-8498**. This line is dedicated for appointments only - do NOT leave medical concerns at this number. You will get a text or call from us when it is your turn to come to the office. Please wear a mask ( if you don't have one - a mask will be provided and is mandatory). You will use hand sanitizer, have your temperature taken and the following Covid-19 questionnaire will be given.

*Do you have any of the following symptoms -*

*Fever > 38°C*

*New or worsening cough*

*Shortness of breath/Difficulty breathing*

*Significant unexplained nasal congestion or runny nose*

*Flu-like symptoms such as headache, chills, fatigue, muscle pains, malaise, diarrhea, nausea, vomiting, abdominal pain*

*Sore throat / Difficulty swallowing / Pink eye*

*Reduced or lost sense of smell*

*If > 70 years of age - worsening of any chronic condition, delirium, increased/unexplained falls, functional decline*

*Have you travelled outside of Ontario in the past 14 days?*

*Have you come into close contact with anyone with acute respiratory illness/suspected or confirmed case of Covid-19 in the past 14 days?*

*Have you ever been diagnosed with Covid-19 - even if recovered?*

*If you answer “YES” to any of these questions, you will not be seen. .*

You will then be escorted directly to the treatment room where you will be seen directly by Dr. Gilpin. After your treatment, you will be directed to the exit. If payment is required, please pay by debit or credit card only. Hand sanitizer is available at the exit.

Although we have mitigated the risk of transmitting the Covid-19 virus in the office, it is not possible to totally eliminate the risk to zero. The risk will be higher for patients in older age groups and those with underlying chronic health issues.

As always, the health of our patients and staff is of utmost importance to me. Stay safe and stay well.

Dr Sharon Gilpin