

To Our Patients,

The health and safety of our patients and staff is our highest priority. *As per orders from our Provincial Health Officer, we continue to follow COVID-19 health protocols and **it remains a requirement to wear a mask in all health care facilities and medical offices.*** We will provide a medical mask for all patients other than those already wearing a N95 or KN95 mask.

Virtual appointments (by phone) remain available for patients based on preference or for patients that have symptoms that prevent them from attending an in-person appointment. We understand everyone's situation is different and we will make every effort to ensure your care is not delayed.

Kind Regards,
Dr. Colin Jackson & Jhoanne

HEALTH SCREENING BEFORE YOUR APPOINTMENT

Patients should **not** attend their in-person appointment should you have any of the *below symptoms*. You will be given the option to attend your appointment by phone, however, if you would prefer to attend in-person we will re-schedule your appointment as soon as possible.

- Symptoms of fever, chills, difficulty breathing, cough, sneezing, runny nose, sore throat, difficulty swallowing, unexplained fatigue, sudden loss of taste or smell, new rash, diarrhea or vomiting

CHECKING IN TO YOUR APPOINTMENT

ARRIVE ON TIME: The number of people in our waiting room will be limited due to the need for physical distancing. Please arrive on time (within 5 minutes of your appointment time) and not too early. You may be asked to wait outside if the waiting room is at capacity and we will phone you when it is time to enter.

Please come alone if possible. Exceptions made for caregivers, children and translators.

HAND HYGEINE: All patients and accompanying persons must use the hand sanitizer provided by the clinic, before and after each appointment. Requires 20 seconds on hands.

PHYSICAL DISTANCING: Please respect social distancing once inside our office.

WEAR APPROPRIATE CLOTHING: If possible, please wear clothing that will help us to easily examine your area of concern or injury, as gowns are not provided. For

example, shorts and skirts make examining feet, knees and hips easier for you and us. Having to change in the office is strongly discouraged.

WASHROOM: There are public washrooms in the building lobby and on each floor.
If you have any questions or concerns, please call our office at: 778-547-6091