To Our Patients,

We know some of you have been delayed in waiting for your appointment and we want to reassure you that we are doing our best to see you in person as soon as we can.

The health and safety of our patients and staff is our highest priority. As per orders from our Chief Health Officer, we have implemented new protocols at our office to ensure everyone’s safety in response to the COVID-19 pandemic. Dr. Jackson will continue to do virtual appointments (by phone or video) for patients he deems appropriate to do so, and if he feels he needs to see you in our office, we will contact you and set up an in-office appointment. If you do not wish to come into our office at this time, please let us know and we will be happy to book you in when you are comfortable to do so. In the meantime, if you would prefer a telephone or video appointment, please let us know and we are happy to accommodate you. We understand everyone’s situation is different and we will make every effort to ensure your care is not delayed.

We know these new procedures are overwhelming – they are for us, too. To help you know what to expect in coming to your next appointment, please take a few minutes to read about our new safety measures ***prior to your appointment*,** and we look forward to seeing you soon.

Kind Regards,

Dr. Colin Jackson

**HEALTH SCREENING BEFORE YOUR APPOINTMENT**

All staff will undergo a health screen prior to each shift.

Patients will be screened by telephone and upon arrival at the clinic. Patients are encouraged to complete this [COVID-19 Symptom Self-Assessment Tool](https://bc.thrive.health) before they attend their appointment (and anyone accompanying you). Patients should not attend and will be rescheduled if they have any of the following:

* 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
* Travelled outside of BC in the past 14 days
* Been in close contact with anyone presumed to have COVID-19 in the past 14 days

**CHECKING IN TO YOUR APPOINTMENT**

**FACE MASK REQUIRED:** All staff and patients must wear a face covering at all times. Please bring your own mask, which can be a homemade mask, scarf, or bandana. If you do not bring a mask, we will ask you to reschedule, or we can provide you with a disposable mask for a small fee ($2). Proceeds will be donated to the Surrey Food Bank to support our community.

**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 the 2 metres/6 feet apart request once inside our office.

**CLEANING AND DISINFECTION:** We are booking our patients to allow time between appointments to thoroughly clean and disinfect examination rooms, equipment and commonly touched surfaces.

**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: 604-588-6528 Ext. 1*