



## Back & Body Health Clinic Procedures for Patients

As we begin to re-open and be in compliance with AHS, the Alberta College and Association of Chiropractors, and Massage Therapy Associations we need your help. Please review the new procedures we have in place to keep you- our patients safe, as well as our clinic team and the community. We are sincerely grateful for your compliance, patience and understanding as we all navigate this new normal.

### Prior to booking an appointment:

Complete the a screening assessment over the phone with one of our administrative team members, available online at <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

Please advise if anyone will be accompanying you the patient; ie. parent, companion for mobility assistance, etc to the appointment. Family members/companions are only to attend if absolutely necessary, and may be asked to wait in their vehicle/outside. The same screening procedures apply to them.

### The day of your appointment:

Retake the AHS self-screening tool online <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

### Upon arrival at the clinic:

Please arrive at your appointment time. If you are early, please wait in your vehicle or outside. We are making our best efforts to limit congregation in our entrance and reception area.

Please wear a mask if you have one, it is required by our associations and the AHS when 2M distance cannot be maintained. If you do not have a mask we can provide you with one for \$1.50 and provide instruction on how to properly don/doff the mask.

Check in with our administrative team where you will be screened then proceed to washroom to wash your hands leaving door open or use the hand sanitizer available. Our washroom is available for use if needed.

Please place your belongings in the bin provided in the treatment room.

Unfortunately, we are unable to provide water at this time.

### Following your appointment:

Proceed to washroom to wash your hands or use the sanitizer provided.

Please pay using contactless debit/credit payments. Cash is not currently accepted. We will also accept e-transfers. Receipts will be emailed unless otherwise indicated.

If you should come down with symptoms or seek to be tested for COVID-19 within 14 days following your appointment, please notify us.

*Please be advised for the health and safety of our patients, practitioners, and administrative staff, we are unable to allow access to any individual who exhibits symptoms according to the AHS Self-screening tool. **This also includes practitioners, staff and other visitors to the clinic.***

***Please find alternative childcare arrangements.***

*If your health status has changed since the time of booking, please call us to reschedule. There is no fee charged for late cancellations.*

*Your appointment time is reserved especially for you. The time scheduled allows for screening, assessment, treatment and payment.*

*As our reception area and hallway space is limited, a mask is mandatory as the 2M distance cannot always be maintained. Therapists have the right to refuse treatment if a mask is not worn.*

*Anyone with a temperature over 100.4°F/38°C will not be permitted for treatment.*

*This bin is sanitized between patients and eliminates areas of contact.*