

The letter is addressed to all of the patients of Think Chiropractic & Wellness Centre.



This note will be lengthy but we do request that you take a moment and read through in it's entirety, so that you are able to make the best healthcare decisions for yourself and your family.

We want you to know that we have heard and respect the guidelines issued by both the provincial and federal governments with regard to COVID-19. We are also ensuring that we comply with those set out by all of our respective governing bodies, including: College of Chiropractors of Ontario (CCO), College of Massage Therapists of Ontario (CMTO), and College of Naturopaths of Ontario (CNO).

*Our office is remaining open in order for us to treat our patients and primarily those who have acute care-related issues. As primary care providers your health is paramount to us and we are committed to continue to meet your healthcare needs.*

We are taking the concerns of everyone into consideration. Should you fall into the category of wanting to cancel an existing appointment than please know that we understand and respect your decisions. We do respectfully request that you let us know that you will not be able to be in attendance.

#### **How to cancel an upcoming appointment:**

- email the office at [admin@thinkchiropracticandwellness.ca](mailto:admin@thinkchiropracticandwellness.ca) to let us know - we are able to check email from out of the office
- go online to our online booking platform - if you have not already done so - and using the same email address you have registered with us and to which you receive your appointment reminders, set yourself up for online booking and cancelling. This allows the providers to see, before they come into the office, who their patients will be for the day

Please DO NOT call and leave a time-sensitive message for us at the office. Our hours will be reduced in the clinic and will vary from day-to-day. We do not have access to voicemail from our houses, and for that matter do not want to miss any communication from you!

#### **Actions we plan to take for our patients who will be attending appointments:**

- We will be asking you to respect **social distancing** with everyone in the office outside of the immediate care person from whom you are receiving treatment
- We will be **spacing visits** so that there will be few people in the office at any given time - this may mean that there will be some modifications to the chiropractic schedule
- We ask that you arrive approximately 5 minutes before your scheduled appointment time and that you refrain from lingering in the office following your treatment
- For those of you for whom we submit directly to and are reimbursed from your insurance company - you complete the online booking process so that you are able to set your own appointments up and do not have a need to wait to rebook before leaving after your adjustment/massage/session, etc.
- For those who pay-per-appointment we are asking that you consider setting up a monthly billing account with us. We have two methods for you to do this. The first is that you can ask us to email you the paperwork so you can print, completed and bring with you to your next appointment - we accept Visa and MasterCard for this. Alternatively, you can email me (Sam) directly and provide me with a way to reach you through the day so that you I can call you and receive your credit card information over the phone. (With the latter option, we will have you sign an authorization form when the risk has passed but in the interim will require an email advising your consent.)

- It is further our intent to create specialized hours during which we will be treating the most vulnerable of our patients (**infants, seniors, immuno-compromised**) and we ask that you let us know if you fall into that category so that we can ensure your appointments are scheduled appropriately

PLEASE do not bring additional people with you to your appointments (family, friends, etc) outside of those who require treatment.

In the event that you were not able to see the note that was sent out last week, the following are the physical steps we are taking within the office to ensure we create the safest care environment possible for you and your family.

In addition to the ongoing cleaning and sanitizing practices we maintain in our office, in the face of COVID-19 in Ontario we are taking every precaution to ensure that all of the treatment tables in our office (for all treatment modalities) are **sanitized** with **medical-grade disinfectant** between each patient visit. Additionally all areas of the office are being thoroughly cleaned on a regular basis throughout the treatment day.

Our practitioners wash/disinfect their hands after the treatment of each patient seen in our office, ensuring they are careful not to spread germs from one patient to another.

All of this is changing on an ongoing basis and we will make every effort to ensure that we are keeping you apprised of the function of Think Chiropractic & Wellness Centre.

***At this time please note that Dr. Rod, Rhonda Sparks, Dr. Lesley and Dr. Margot are the care providers seeing patients between now and the end of the month. Without different directives from the federal and/or provincial governments and is our expectation that Taylor will return to treat her patients recommencing April 01st. Dr. Teri is set to return to clinic as of April 06th.***

***\*\*\* PLEASE NOTE: WE REQUIRE THAT YOU RESCHEDULE YOUR APPOINTMENT if:***

***you have a fever and/or have a new onset of cough or difficulty breathing***

***ADDITIONALLY***

***if ANY of the following situations apply:***

***If you have travelled outside Canada in the past 14 days***

***OR***

***have been in close contact with a person who has as confirmed or probable case of COVID-19, we recommend that you dial 3-1-1 and speak with public health. \*\*\****