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COVID-19 Pandemic Response and Returning to Safe Operation

Dear Patient,

Starting on **Tuesday, May 19, 2020**, and in keeping with the **COVID-19 Pandemic - Return to Safe Operation** guidance from the Provincial Government and WorkSafe BC, we would like to inform you of the currently recommended procedures when coming for a physical appointment to our clinic:

1. Booking an appointment:

- **ACCESS TO BOOKING.** Same great, multiple options are available: phone, book online, book by e-mail
- **TELEHEALTH APPOINTMENTS AVAILABLE.** Our MOA staff will offer you or ask if your medical problem can be dealt by a telehealth visit with your doctor, either by phone or by video call.
- **PHONE SCREENING.** You will be screened to assess if you have fever, chills, cough, shortness of breath, sore throat etc, with or without travel history that may require COVID-19 testing. If suspicious case, a doctor telehealth visit will be offered and the doctor will determine the best course of action going forward.

2. Arriving to your appointment:

- **ACCESS TO THE CLINIC.** Access is **again possible** through the main lobby, and **not any longer** through the side clinic door, which opens directly towards the parking lot.
- **MOA DOOR GREETING.** You will be asked the screening questions by our MOA and your temperature will be checked. Anyone with symptoms of possible COVID-19 including fever, chills, cough, shortness of breath, sore throat/painful swallowing, must self-isolate at home and **WILL NOT BE ALLOWED TO ENTER.** You will be asked to step outside, return home and conduct the appointment by TELEHEALTH means (phone or video call) as soon as possible.
- **USE OF MASKS IN ENCLOSED SPACES.** Please **BRING YOUR OWN MASK** to your appointment and wear it, as you are entering an enclosed space. While masks use is not perfect they may assist in reducing risk when it is difficult to keep a safe distance from others in enclosed spaces. This will help to protect yourself and to protect others including our staff and doctors.*
- **ARRIVAL TIME.** Plan to arrive to our clinic only a few minutes before your appointment time, avoiding unnecessary wait.
- **WAITING FOR YOUR VISIT.** You will be asked to wait **OUTSIDE** the clinic, if possible, and will be called in by our MOA when we are ready for your appointment.
- **LIMITED SEATING AVAILABLE INSIDE.** There is limited seating within our waiting room, to keep with physical distance of 2 meters between individuals.



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- **VISITORS OR PATIENTS' COMPANIONS.** Visitors **WILL NOT BE ALLOWED** at this time to enter the clinic; we ask only patients enter the clinic at the time of their appointment. Relatives or patients' companions should only enter if their presence is required to assist the medical encounter (i.e. provide history, assist the patient or contribute to the history or if patient is frail or cognitively impaired), or to aid patients' mobility to get in/out of the clinic safely.

3. Protocol once in the clinic:

- **HAND HYGIENE. HAND SANITIZER:** You will be offered hand sanitizer to apply to your hands upon entering and exiting the clinic. **HAND WASHING:** Feel free to wash your hands as you enter your exam room and/or before departing. There is plenty of evidence that hand washing is one of the best measures to help prevent infections.

- **TOUCHING SURFACES.** Please **AVOID TOUCHING** doorknobs, light switches, equipment, computers, keyboards and other surfaces unnecessarily, if at all possible within the clinic, to assist us all with infection control practices to ensure your safety and ours. Our staff will open doors and help you as much as possible.

- **MINIMIZING CONTACT AND EXPOSURE TO OTHERS.** You will be brought in to your exam room directly. If any other tasks are necessary at the front desk, we please ask you to **KEEP A SAFE DISTANCE OF 2 METRES (6 FEET)** from others while our front desk MOAs assist you. The proper distances to be respected have been marked on the clinic's floor.

- **EXITING THE CLINIC.** In order to respect a flow that minimizes contact, exiting will be through the main door towards the main lobby then outside.

4. Our further duty to reduce risk:

- **INCREASE IN FREQUENCY OF SANITATION AND CLEANING PROCEDURES WITHIN CLINIC.** To further reduce any possible risk to our patients and staff at our clinic, we have increase and heightened our infection control protocols including its frequency.

- **PHYSICAL BARRIERS.** You will notice now a Plexiglas shield at the front desk. The payment terminal has tap-and-go access now.

- **PRESCRIPTIONS AND REQUISITIONS.** For your convenience, as well as for increased safety and efficiency, we have now been transitioned to electronic requisitions and prescriptions. Your doctor can send these directly (e-fax) to the site where you will have your test done or prescriptions filled.

*** If one doesn't bring a mask, one will be provided. However, given the large number of masks that we end up giving away, starting Monday, Aug 24, 2020, a charge of \$1 will be applied for each mask.**

For **FURTHER UP-TO-DATE INFORMATION** and for a copy of these instructions, please visit our CLINIC WEBSITE at

<https://www.vintageviewmedical.ca>