

June 1st, 2020

Total Rehab: Policies and Procedures during the COVID – 19 Pandemic

Total Rehab is committed to ensuring the highest standards of safety at all times, but even more so during COVID-19. Below is an in-depth list of the various levels of precautions we are taking at this time. These guidelines have been developed based on requirements as set by our regulatory colleges and the Ministry of Health.

Patient Procedures:

Before your Appointment: Active and Passive Screening

- A COVID-19 Health Screening Questionnaire will be sent to you prior to your appointment. Please complete the questionnaire PRIOR to your appointment.
- If you have answered YES to any of the screening questions, please contact the clinic and speak to an administrator before entering.
- If you are unable to complete the questionnaire, you may do so verbally over the phone with one of our office administrators.
- You will also see signage throughout the clinics regarding safety measures in place in the facility, such as the use of personal protective equipment (PPE), physical distancing, and hand-sanitizing.
- Please note that therapist appointments are very limited as we still need to observe physical distancing and cannot book too many patients at one time.

During Your Appointment

- We ask that you arrive 5 minutes before your appointment time and kindly wait outside.
- We are required to maintain a very stringent adherence to your appointment and treatment times with the doctor or therapist as we will require time to clean all surfaces in the room between patients and it is imperative that we minimize the waiting time for patients.
- Your health care provider will summon you into the clinic from the door. We ask that you do not wait in the waiting room but follow your provider straight to your treatment area.
- Only one person per appointment is allowed. One parent may accompany their child for an appointment.
- We ask that you please wear a mask when in the clinic. If you do not have a mask, one will be provided for you.

- As soon as you enter the clinic, please sanitize your hands at the sanitizer station.
- Please follow physical distancing guidelines and stay 6 feet apart from others in the clinic.
- We kindly ask that you limit the use of the clinic's washroom to minimize additional points of contact. We encourage you to use the facilities before you leave your workplace or home. However, if there is a need, a washroom will be available. If you do use the washroom, please notify your provider or the front desk so they can wipe surfaces after use.

After Your Appointment

- When your treatment has been completed, we ask that you proceed to the front desk to schedule and pay, again being mindful of physical distancing guidelines.
- Office staff will stay behind the glass barriers that will remain closed throughout the day.
- We ask that you please avoid cash payments and use tap whenever possible.
- Please avoid making payments in cash. Should you require to make cash payments, an envelope will be passed to you for you to place the cash inside the envelope and hand it back to staff.
- Please sanitize your hands before leaving the clinic.
- Please dispose of your mask carefully AFTER you leave the clinic.
- We recommend that you change your clothes when you get home.