



Updates on the operational structure during the current COVID-19 pandemic at the Coopérative de Santé Lac Champlain

Dear members,

Please take note of the regulations in place in your cooperative as of July 15, 2020:

- 1- Wearing a mask or face cover is **MANDATORY** inside the coop, under all circumstances. If you refuse to wear a mask as soon as you arrive at the cooperative, we will be obliged to deny you access to it.
- 2- It is not permitted to come to the cooperative with an attendant except for children or for a patient with a natural caregiver.
- 3- If you have a presential appointment at the cooperative, the nursing staff will evaluate you upon your arrival. Following the nursing staff's evaluation, if your doctor is not ready to see you in his office, you will be asked to go back to your car and wait for the doctor to call you.
- 4- If you have a scheduled presential appointment with your doctor, the nursing staff will call you the day before your appointment to check if you have any symptoms associated with coronavirus. If so, your appointment will be transformed into a telephone appointment after which we will book an appointment for you to get tested at the COVID clinic.

We are adopting this regulation for the following reasons:

- a) We are complying with the announcement made by the Quebec government concerning the obligation to wear the mask in closed public places as of July 18, 2020.
- b) We wish to limit the number of patients physically present in the waiting room in order to reduce the risk of coronavirus transmission between patients and staff of the cooperative.
- c) We are committed to offering you the best possible service, adapted to your needs and health condition, while respecting everyone.

We thank you for your collaboration and are entirely devoted to your health.

The entire team of the Coopérative de Santé Lac Champlain