

COVID 19 SAFETY MEASURES

At **Orchards Walk Medical Clinic**, the health and safety of our patients and staff are top of mind amid concerns about the spread of the coronavirus disease (COVID 19). We are here to serve you, and we want to share information with you about how we continue to operate safely and effectively. Continuity of care is important. Our thoughts are with anyone affected by the coronavirus.

Steps we are taking:

- Our team closely monitors information from the BC Centre for Disease Control, Public Health and local agencies to help ensure the actions we are taking are in line with the latest recommendations. We are communicating regularly with our staff to keep them informed and to ensure their safety and that of our patients.
- Patients are first booked an initial appointment via virtual visit or telephone to be assessed. If the provider determines the patient must be seen in clinic we will arrange an appointment.
- Our team is conducting verbal health screenings for patients with in clinic appointments. If anyone is determined to be high risk or showing signs or symptoms of the coronavirus they will be rescheduled for a Telehealth visit with their provider.
- In an effort to reduce contact, we are limiting the number of caregivers or family members accompanying patients to their appointment and asking patients to attend alone and unless it's medically necessary to have someone with them.
- All staff and patients entering the clinic are asked to wash or sanitize their hands and put on a mask immediately.
- Our providers are alternating days in clinic to reduce the amount of staff and patients entering the clinic daily. Staff are working from home whenever possible.
- We ask all patients to arrive on time (not early) for appointments. If our staff are unable to take you to an exam room upon arrival, we will ask that you wait outside or in your vehicle until waived in for your appointment. We have limited seating in our waiting room.
- We are conducting enhanced cleaning throughout the day and each evening.
- Our clinic is implementing the Health Myself Portal to better communicate with our patients. If you have not already registered, please call us so we can send you an invitation to register. This system will also allow you to book appointments online, receive email reminders of upcoming appointments.

THANK YOU!