

What to expect when you have an in-office appointment,

Before your in-office appointment



1. As part of our ongoing commitment to health and safety we limit persons attending an in-office appointment to the patient booked and maximum one essential caregiver eg parent of a young child.

2. **Call the office:**

If you have an in office appointment AND not completed a health provider directed self isolation or quarantine.

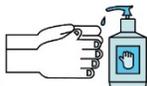
If you have a positive rapid antigen or home based test result.

Masks are required for all persons with cold/flu like symptoms OR are immunocompromised AND are 2 years of age or older.



Day of your in-office appointment

1. ARRIVE 10 minutes PRIOR to your scheduled appointment.
2. IF you will be late, please call in advance to determine if your appointment needs to be rescheduled.
3. If you have cold/flu symptoms OR are immunocompromised AND are 2 years old or older WEAR a surgical grade MASK that covers both nose and mouth before entering the building.
4. Sanitize your hands inside the first door of building entrance at the rear parking lot.
5. Scheduled patients will use a tablet in the waiting room to check in.
6. If one additional essential person will accompany a booked patient the additional person is asked to READ COVID SCREENING QUESTIONS poster in the waiting room and ADVISE staff if they answer YES.
7. IF you would like to discuss another or different issue than was scheduled, your physician may ask that you book another appointment. We do this to keep our schedule on-time and reduce contact.
8. If you need another appointment AND both GREEN floor markers at reception are open, approach reception to schedule. Otherwise use our online booking at www.sheddonmedical.ca to self book your next appointment. Our phone lines are open Monday-Friday 8am-11:30am, 1pm-4pm.
9. Sanitize hands before leaving the building.



SUMMARY



- ✓ We use our schedule to space patients and minimize contact. Please arrive 5-10 MINUTES early to complete check-in.
- ✓ We require patients 2 years of age and older IF they have cold/flu symptoms OR are immunocompromised to WEAR a surgical grade MASK. Have your mask on when entering the building until you leave the building.
- ✓ ALL persons without an appointment are required to READ COVID SCREENING QUESTIONS poster in the waiting room. ADVISE staff if you answer YES.
- ✓ Our exam rooms are small, we respectfully ask that only those essential to the appointment and limited to one person in addition to the person scheduled.
- ✓ PLAN your movements, choose the path of least contact with persons waiting and moving.
- ✓ Plexiglass has been installed within the office to limit contact.
- ✓ Sanitize your hands
 - entering the building
 - before check-in on the tablet
 - after check-in on the tablet and put away health card
 - on your way out of the building