

Health Protection Guidelines for patients at Clinique Intersanté

• If you have an appointment at Clinique Intersanté, you must answer NO to all questions hereafter:

- 1) Did you travel during the last 14 days
- 2) Have you been in close contact with a reported confirmed or probable case of Covid-19 for less than 30 days?
- 3) Did you receive a positive Covid-19 testing result less than one month ago or are you expecting a testing result?
- 4) Do you have one or any of the following symptoms: fever, dry cough, respiratory problems, diarrhoea, loss of sense of smell or taste?

• If between the time you booked an appointment and the time you go to your appointment you develop symptoms such as fever, dry cough, severe headache, loss of sense of smell or taste or diarrhoea, or you hear you have been in contact with a person who has these symptoms or who is diagnosed with Covid-19, please **DO NOT** come to the Clinic and notify us as soon as possible.

• If your age or your health condition is a likely risk factor of COVID-19 complications, we invite you to ask for a therapist to call you back as we have arranged time-slots for you.

• If a person comes with you in your transport to the Clinic, be aware that this person will have to wait outside the Clinic. Children 14 and under may be accompanied by only one parent.

• In osteopathy, you have to wear a **procedural (disposable) mask or a washable mask**, “homemade” ones are accepted for treatments.

In massage therapy, Professional massage therapy associations require patients to wear **only a procedural (disposable) mask**.

If you do not have a mask, we will provide you a disposable 3-ply mask and an amount of 1.50 \$ will be added to the consultation fee. You have to cover your mouth, nose and chin. You need to wash your hands with lukewarm water and soap or with hand sanitizer for at least 20 seconds before wearing and adjusting your mask on your face. Avoid touching your face thereafter.

Please note that children under 7 do not have to wear a mask at the Clinic.

- When entering the Clinic, you will have to take off your shoes and then disinfect your hands with the gel available at the reception.
- Immediately after that, you will be invited to go to the bathroom and wash your hands with lukewarm water and soap for at least 20 seconds.
- We ask you to touch door handles and switches inside the Clinic as little as possible and to take your personal belongings (coats, bags ...) with you in the treatment rooms.
- If it takes some time before your therapist lets you into the treatment room, please remain standing as much as possible in the designated areas in the waiting room.
- If you have to sneeze or cough during the consultation, please tell your therapist and avoid sneezing or coughing in his/her direction.
- After the consultation, please wash your hands once more with lukewarm water and soap for at least 20 seconds.
- Please keep your mask on your face until you have left the Clinic.
- When back home we advise you to wash your hands once again with lukewarm water and soap for at least 20 seconds.
- Please note that before your arrive at Clinique Intersanté and after you leave the Clinic we proceed with a disinfection of the premises: all door handles, the consultation table and chairs, the bathrooms (faucets, washbasin and soap dispenser).
- Consultation hours have been modified in order to avoid non-essential contacts as much as possible but please keep social distancing.
- Osteopathy consultation fees are 100 \$ for an adult and 95 \$ for a child under 13.
- To facilitate the remote management of the secretariat we encourage you to pay by Interac e-transfer before or at the beginning of your consultation at the following e-mail address: paiement@intersante.ca using the password: osteo . However, we still accept payment by debit card, cheque or cash.
- From now on, an insurance or income tax receipt will be sent by e-mail.
- If you develop symptoms such as fever, dry cough, severe headache, loss of sense of smell or taste or diarrhoea **within 14 days** after your last consultation at our Clinic, please tell us as soon as possible.

The managers of Clinique Intersanté