

Dear patient,

We are committed to implementing the most effective health and prevention protocols. Prioritizing the health and safety of our patients, our team and our community, we are beginning the gradual reopening of our 2 clinics on June 1<sup>st</sup>\* in a safe manner and according **to a case-by-case process**.

- Our waiting rooms will not be accessible and **entry to the clinic will be authorized only for patients with an appointment**.
- Our team will be limited, and the appointment schedule staggered in order to reduce the flow of people, respect social distancing while allowing frequent disinfection of all contact points and treatment rooms between each patient.
- All staff and Dr Rowen will wear gloves, masks and visors (or glasses), and their uniforms will be worn only in the clinic and washed every day.

#### **EXCLUSION CRITERIA FOR VISITING CLINIC**

Questions allowing you to validate your state of health will be asked to you by telephone when making an appointment, as well as 48 hours before the date of your treatment. A few minutes will suffice to answer the 3 parts questionnaire :

#### **Part 1 - SYMPTOMS**

*In the past 3 weeks have you experienced any of these **SYMPTOMS** :*

- **Fever**
- **Chills**
- **Cough**
- **Headache**
- **Achiness**
- **Nasal congestion**
- **Diarrhea**
- **Loss of taste**
- **Loss of smell**
- **Shortness of breath**

#### **Part 2 - RISKS OF EXPOSURE:**

*In the past 3 weeks (21 days) have you:*

- Travelled outside of Canada
- Been exposed to someone with fever, cough, chills, shortness of breath (any of above) either directly or indirectly (please consider all 1<sup>st</sup> degree and 2<sup>nd</sup> degree contacts)
- Been exposed to a person with either a suspected or confirmed diagnosis of covid-19
- Visited a nursing home or other high-risk establishment for longer than 30 minutes
- Failure to maintain social distancing in the past 2 weeks

*If you answer "YES" to any of these questions, your appointment will be postponed for 4 weeks.*

### Part 3 - PATIENTS WITH PREVIOUS COVID-19 INFECTION

- Must wait 40 days since onset of symptoms and have NO SYMPTOMS presently.

### **ON YOUR APPOINTMENT DAY AT THE CLINIC**

1. ***We ask that you arrive 10 minutes before your appointment time and wait for our call from outside the clinic.*** We will contact you as soon as we are ready to receive you. You will be welcome by our team as soon as you enter the clinic.

**Late arrival:** If you are late, please contact us from outside the clinic so that we can agree on a new time. We reserve the right to cancel or reschedule your appointment so as not to disrupt the entire schedule for the day. Indeed, our schedule is created to allow frequent disinfection of all contact points as well as the limitation of people present in the clinic.

2. The appointments will be spaced an additional 15 minutes in order to disinfect the treatment rooms between each patient. Common areas and contact points - such as counters and doorknobs - will also be disinfected several times a day.

3. ***You will be invited to enter alone. People accompanying patients will not be able to enter the clinic.***

4. We will ask you to reconfirm your state of health in relation to Covid-19.

5. Your forehead temperature will be measured.

6. ***As soon as you enter the clinic, we will ask you to disinfect your hands, wear a mask and place your personal effects in a bin that you will bring to the treatment room.***

7. ***The waiting rooms won't be accessible***, and you will be directly accompanied to the treatment rooms.

8. ***Only debit or credit cards will be accepted for payments***. Invoices will be sent by email.

9. We would be grateful if you would inform our team of any change in your state of health, within one week of your appointment.

***Thank you for your confidence. Rest assured that we are doing everything to offer you the best service in these particular circumstances!***

We hope to see you soon,

-Dr Rowen and his team

*\*We are following the recommendations of government authorities and the Public Health Department in the development and implementation of our reopening plan. Until further notice, appointments will only be for phlebology patients treated by Dr. Rowen.*