



COVID-19 UPDATE – PLEASE READ

Information for Patients Prior to Visiting the OICC In-Person

To help keep the OICC safe for patients and staff, please review this prior to your visit. At this time, in-person appointments are reserved for care which cannot safely or effectively be provided by telemedicine.

Screening:

- Screening phone call – Within a day of your visit, the OICC will call you to ask you some screening questions. This is to ensure your safety and that of the community that uses the clinic. **This must occur for you to be able to come to the OICC in person.**
- Screening on arrival – When you arrive for your visit, please wait in your car or comfortably outside until it is time for your appointment. At that time, come to the front vestibule and enter if the area is clear. Please knock on the inner door to alert a staff member you are ready for the temperature screen and to enter the clinic. An OICC staff member will meet you in the vestibule to check your temperature and see if any of the answers to your screening questions the day before has changed.

What to bring to your visit:

- Mask – Please bring your own mask (surgical or non-medical mask). If you don't have a mask we have cloth ones that we can give you for use. You will be required to wear this for the duration of your visit to the OICC.
- Water bottle/beverage – Please bring your own drinks, as the kitchen is closed.

Upon arrival:

- Please ensure your mask is on and covers your mouth and nose.
- Please sanitize your hands with the alcohol-based sanitizer provided in the entryway.
- Please wait for OICC staff to meet you for screening.

Other important information:

- Visitors – Unless essential, please do not bring a guest or visitor with you into the clinic. If you require a visitor with you, they require the same screening before the visit and upon arrival, and will also require their own mask.
- Wait in your car or outside if you are early – if you are driving, we would appreciate if you wait in your car until your appointment time to reduce the number of people in the clinic.

- While in the clinic and consistent with current community standard, please maintain a 2 metre (6 foot) distance between yourself and others (except when closer care is required).
- The kitchen and common areas are closed. If you are used to having a meal and a tea in the kitchen, please be aware this is not allowable at this time.
- Payment – Cash payments will not be accepted. We encourage the use of credit card tapping when possible to reduce contact. You will be asked if you would like to leave your credit card number on file for future billing.
- Immediately advise reception or your clinician if you have developed any new symptoms since you entered the clinic.

What constitutes an appropriate non-medical mask or facial covering:

- Be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- Be large enough to completely cover the nose and mouth without gaping
- Allow for easy breathing
- Fit securely to the head with ties or ear loops
- Maintain their shape
- Be changed as soon as possible once soiled

Non-medical masks should **not**:

- Be shared with others
- Be placed on children under the age of two
- Be made of plastic or other non-breathable materials
- Be secured with tape or other inappropriate materials
- Be made exclusively of materials that easily fall apart, such as tissues
- Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing