

Raven Naturopathic Health Services
Coronavirus Prevention Policies - Public
V.2 - 17 Aug 2020

In light of the current COVID-19, and in full compliance with the Ministry of Health directives for all healthcare practitioners in Ontario, here is what we are doing to help protect our patients, our practitioners, our shared office space, and our society from the spread of COVID-19.

Below you will find three main sections:

- 1) What We Can Do
- 2) Booking Your Appointment
- 3) Appointment Process
- 4) Visitor's Policy
- 5) What Else Are We Doing? (For Your Piece of Mind)

What We Can Do

We are now able to provide in-person care and telemedicine as appropriate. As much as possible, all care will be provided via telemedicine - avoiding in-person contact is still the best way of controlling the risk of infection. For cases where physical assessment is required prior to treatment or for monitoring, or where the benefits of physical treatments (such as acupuncture, physical medicine, or spinal manipulation) outweigh the risks of possible infection, we are available for in-person visit.

The schedule for in-person vs telemedicine visits differ. To limit clinic exposure to COVID-19, the office will be open for in-person visits only two days per week: Tuesdays with Dr. Clifford, and Thursdays with Dr. Hernandez. If your schedule does not work with these times, please discuss alternatives with Drs. Clifford or Hernandez as appropriate.

In terms of which treatments we can provide in person, these are the same now as they have always been.

Please note: *we are unable to treat COVID-19 positive patients in person.* We may provide supportive advice for your other concerns via telemedicine; however, you need to know there are no known naturopathic cures or treatments for COVID-19 at this time.

Booking appointments

- In-person appointments are to be spaced out by 30 minutes to allow for proper separation of patients and time to clean.
- Due to the complexity of enhanced cleaning between patients, online booking for in-person visits has been disabled; you may book your appointment over the phone or via email.

- The first appointment of the day is reserved for at-risk patients (after morning disinfection, to further reduce risk of COVID-19 transmission). At-risk patients include:
 - Patients over 70 years of age
 - Immunocompromised patients (cancer, HIV/AIDS, advanced diabetes, etc.)
 - Patients with chronic respiratory illnesses (asthma, COPD, lung cancer, etc).
- Patients living in the same household may book back-to-back appointments; however, you are still required to come in separately unless one is a caregiver for another.
- We are not set-up to treat COVID-19 positive patients in-office. Care may still be provided via telemedicine if appropriate.
- Once an appointment is booked, we will email you 24 hours before the appointment with a COVID-19 screening questionnaire. Please fill this in prior to your appointment.
- **Please note:** *we are unable to treat COVID-19 positive patients in person. We may provide supportive care for your other concerns via telemedicine; however, you need to know there are no proven naturopathic cures or treatments for COVID-19 at this time.*

Appointment Process

- **Who May Accompany You:** you may bring one care provider with you to the visit. This person must also submit a screening questionnaire prior to the appointment (the same one we sent you via email - please let us know so we can get it to them).
- **Wait Outside:** When you arrive, please call us from outside the building. DO NOT enter the building until instructed by your practitioner to do so.
- **Non-Medical Masks:** You MUST wear a mask at all times within the building. If you do not have one, please wait outside; your practitioner will greet you outside and give you a mask at no additional charge.
 - *Please be respectful of the environment; do not leave used masks lying around. Wash reusable masks at home; dispose of disposable masks in the garbage bins outside the building or in the parking garage.*
- **Mask Exemptions:** Patients with a valid medical exemption for wearing a mask must inform us at the time of booking.
 - As your healthcare provider, we need to know the nature and severity of this (and all) your condition(s) in order to best serve your needs, and we will ask about your exemption at the time of booking. This and all medical information is protected under Ontario's Patient Health Information Protection Act (PHIPA).
 - We will do what we can to accommodate medical exemptions for masks; however, ***to protect yourself, our doctors, and our other patients, available treatments may be restricted to telemedicine until such time as community spread of COVID-19 within Brampton has been eradicated.***
 - *Asthma patients are strongly encouraged to have their rescue medication on them at all times.*

- **Entering the Clinic:** Once instructed to enter the building, please make your way to the 5th floor, unit 502.
 - Your practitioner will greet you at the door to Unit 502, and escort you directly into the clinic room.
 - Your practitioner will offer you hand sanitizer in the common area prior to entering the clinic room.
 - Because Raven has minimal control over the waiting area, please do not wait in reception or sit in the reception chairs. If your caregiver needs to leave the room, they are asked to wait outside the building if at all possible (and bring a phone so we can reach them if needed).
 - Your practitioner will take your temperature upon entering the room. We do this in the exam room for your privacy. We have a touchless infrared thermometer.
- **During the Visit:** Please keep your mask on at all times in the exam room, unless specifically asked to remove it for assessment or treatment.
- **Payment:** Contactless payment is preferred.
 - First choice is e-transfer *or* credit card by telephone.
 - Second choice is debit or credit tap
 - Third choice is PIN-secured terminal transaction (we will clean the terminal before and after every contact)
 - Cash is a last resort: it is difficult to clean, and we do not have change on hand. If you must pay by cash, we will walk you through the process.
- **Ending the Visit:** You will be offered hand sanitizer on your way out of the clinic.
 - Please keep your mask on until you leave the clinic. Please wash and reuse masks where possible; if the mask is disposable, there are garbage bins outside the building and in the parking garage for your convenience. *Please do not litter.*
- **Washrooms:** *The washroom facilities in our building are public and outside the control of Raven Naturopathic.* We recommend avoiding these washrooms if possible. If you must use the washroom, please wash your hands with soap and water after use. Before entering or reentering the clinic, you will be offered hand sanitizer.

Visitor Policy

- The clinic room is reserved for patients, caregivers, practitioners and cleaning staff only
- No visitors are allowed in the clinic room at this time.
- Door-to-door business discussions and common-area interactions are to occur in reception, or at most with the visitor standing in the hall outside the clinic room. Such interactions are to be socially distanced and masked per local bylaw and MOH recommendations.

What Else Are We Doing (For Your Peace of Mind)

- **COVID-19 Quiz:** Our naturopaths take the same quiz as our patients every time we come into the clinic. We also measure our own temperatures at home before coming to work. We promise to stay home if we get sick.
- **Room Setup:** We updated our room setup to make it easier to clean, and easier to maintain 2 m physical distancing.
- **Start and end of day disinfection:** High-touch areas in the unit's common area and the clinic room itself are disinfected at the start and end of every patient day. This includes all our electronics, chairs, countertops, tables, door knobs, light switches, exam tables, and medical equipment.
- **Disinfection Between Patients:** All high-touch surfaces in the clinic, plus door handles to Unit 502, are disinfected between patients, including any medical equipment used in the visit, and any surface contacted by the previous patient in the visit (chair, exam table, door handles, etc).
- **COVID-positive patients:** We do not treat COVID-19 positive patients in person at this time. We do have a protocol in place for a more thorough disinfection should someone (including one of our naturopaths) begins to show symptoms in the clinic.
- **Masks:** Practitioners must wear a medical mask for the full shift during which patients are seen or expected.
- **Hand Hygiene:** All practitioners are required to perform proper hand hygiene using soap and water and/or hand sanitizer often, including between patients and any time we need to contact you for assessment or treatment.
- **Laundry:** We are using disposable paper products in lieu of reusable laundry. This is temporary until we can find a suitable laundry service. *We are aware that this violates our own environmental policy, and we hope to move to a more sustainable laundry service as soon as possible.*

If you have any questions about this or any other Raven policy, please contact us directly; we would be happy to discuss the details with you!