



On May 27, 2020, Shift Concussion Management received authorization from the Ministry of Health and our respective Professional Regulatory Bodies to begin a gradual restart of in-person care. If you are a **NEW** patient – welcome! If you are a **RETURNING** patient – you may find that some of our operations have changed, but rest-assured that we are still the same great team and that we are so happy to welcome you back.

Please review all of the details covered in this “Patient Information Kit” so that you will know what to expect from some of our new appointment procedures and clinical operations. We thank you in advance and appreciate your willingness to adapt and follow these new standards. We have also created a [video](#) that you can watch outlining the entire process to further clarify if you have any questions!

## **BEFORE YOUR APPOINTMENT**

### **1. The health and safety of our patients and staff is of the highest priority. Please DO NOT attend your appointment if you have:**

- Symptoms of fever, cough or difficulty breathing
- Had contact with a confirmed case of COVID-19 in the past 14 days
- Been instructed by local public health authorities to self-isolate due to travel or contact history
- New sore throat, difficulty swallowing, decrease or loss of sense or taste or smell, chills, unexplained headache, unexplained fatigue/muscle aches, nausea, vomiting, diarrhea, abdominal pain, pink eye, runny nose, or nasal congestion

We will NOT charge you for a missed appointment if this is the case

### **2. New Patients ONLY:** Please fill out our online intake form BEFORE attending the clinic for your appointment so that we may get a better sense of your injury and optimize your time spent in your assessment. Click on the link below to access the form (once complete, it will automatically email to us):

<https://www.reachlite.com/portal/EFormUpdate.aspx?eFormId=8b89488b-ced9-4e4e-b6e4-7631c6c38bf5&DomainID=1b8493ec-9beb-47c1-8611-d7d92607105a>

## **STEPS FOR MINIMIZING RISK**

### **1. Masks/PPE:** We encourage you to bring your own mask to wear while at the clinic as physical distancing during your appointment may not always be possible. Cloth and paper masks are appropriate, as well as a buff or bandana covering your face. If you do not come with your own mask, one will be provided. **Masks are mandatory in order for your appointment to take place.** Your healthcare provider will also be wearing a mask.

- 2. Use of Washroom:** We understand this is a unique request, but washroom access is public in our facility and is for emergency use only. It will be made available to you if needed, but please try to use your washroom at home before coming to the clinic.
- 3. Personal Items:** Please leave all personal items (jackets, water bottles, purses, etc.) in your vehicle or at home where possible. Please bring only the essential items required for your appointment and comfort.
- 4. Attending Appointment/Caregiver Information:** In order to respect social distancing and to minimize unnecessary traffic in the clinic and treatment rooms, we must state that no one will be allowed to accompany you to your appointment unless you are under the age of 16 and require a parent/guardian (in which case we ask that only one parent accompany you). We will be restricting use of the waiting room during this time. We will make exceptions if you require an assistant for mobility or safety concerns. IF you feel you need someone to accompany you to your appointment, please let us know in advance.
- 5. Payment Information:** We ask that payment occur ahead of your appointment upon arrival to the clinic. This ensures that cross-over traffic is minimized at the front desk and that you may exit from your appointment at the back of the clinic. Your Clinician will assist you with booking any follow-up visits before you leave.

In an effort to make payment “contactless” we will accept the following methods:

- a. E-transfer ([info@theshift.ca](mailto:info@theshift.ca)) – no password required
- b. Credit card (maintained on file) OR credit/debit tap processing
- c. Direct bill to insurance (where possible)

While we are taking every required precaution to keep COVID-19 transmission risk at a minimum, we of course cannot eliminate the risk entirely. If you are uncomfortable attending the clinic or require more information, please do not hesitate to contact us. Virtual appointments are an alternative to in person care and may be an additional option to you.

## **PROTOCOL AT THE CLINIC**

- 1. Upon Arrival to the Parking Lot:** Please arrive a few minutes ahead of your appointment and call the front desk after you park (519-822-2226). Our receptionist will let you know if we are ready for you to enter the clinic. If you are very early, we may ask that you wait for a few minutes before coming up to the clinic to prevent too many patients in the space at one time
- 2. At the Front Door of the Clinic:** Just outside the front door you will see a station set up with hand sanitizer and masks (should you arrive without your own). Once you have cleaned your hands and put on your mask you can check-in with our receptionist.

3. **Screening Form: As mandated by public health authorities, we will ask you to fill out and sign a brief form indicating that you are not experiencing any of the symptoms (listed earlier in this document).**
4. After **payment** has taken place, you will be guided into your **scheduled appointment**.
5. After your appointment, your Clinician will arrange any necessary follow-up visits and guide you to our exit door at the back of the clinic near the stairs

### **LAST NOTE!**

Our team at Shift Concussion Management are doing everything we can to ensure your safety. After each treatment visit our Clinicians and staff have a disinfection protocol that is followed to ensure all surfaces are properly sanitized before the start of the next appointment. This includes any touched items such as tables, chairs, doorknobs, equipment, pens, etc.

Thank you for cooperation and trust in our staff and clinic. Our dedication to your safety is not a responsibility we take lightly!

If you have any questions regarding the above information, please do not hesitate to contact us: 519-822-2226 or [info@theshift.ca](mailto:info@theshift.ca)

Thank you,

**The Shift Concussion Management Team**

