UVIC SPORTS INJURY CLINIC
BOOKING APPOINTMENTS

At the time of your appointment, you will be provided with a COVID-19 Screening and Consent Form. You will not be able to enter the facility until this form is completed and returned to the clinic prior to your appointment. If you do not have the means to complete the form electronically please call our office and one of our staff would be happy to go over the consent form with you verbally. Please note that you will need to repeat completion of this form prior to each consecutive appointment.

IMPORTANT!!
We request that you DO NOT BOOK an appointment if you have any signs, symptoms or risk factors for COVID-19 including:

- Fever
- Cough
- Chills
- Shortness of breath
- Sore throat or pain with swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache (not caused by usual neck problems)
- Muscle aches
- Fatigue
- Loss of appetite

OR

- You have had unprotected close contact with anyone with a confirmed or suspected diagnosis of COVID-19
- You have recently travelled internationally

If any of the above criteria apply to you, we ask that you consider a telehealth appointment. If you have an existing appointment, please cancel your appointment. You will not be charged a late cancellation fee, if cancelling due to illness.

MASKS
All patients who enter our space are required to wear a mask. We prefer you bring your own mask with you. If you forget your mask, we will provide a single-use mask upon arrival. When you enter the clinic, please ensure that your mask is on. Our clinic staff will be wearing masks. Please review instructions for how to wear a mask: [http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf)

UVic Sports Injury Clinic / physio@uvic.ca / 250-472-4057
PERSONAL ITEMS
Please bring only a minimum of personal items into the clinic. A sanitized bin for your personal items will be provided to you.

ARRIVAL AT THE CLINIC
When you arrive at the clinic, please take a seat in the new covered waiting area at the entrance doors. If the weather is really inclement there will be a single chair available just inside the reception area. Our clinic entrance will remain locked at all times and our staff will provide you with access to the clinic.

OTHERS IN YOUR APPOINTMENT
Please arrive for your appointment alone. If someone will be accompanying you to your appointment please let our team know in advance so that we can ensure they complete the same pre-screen assessment. They will be asked to wait outside or in the car until the end of your appointment. Our team will phone or text them when you are ready to leave.

HAND SANITIZING
Once you enter the clinic, you must stop at the hand sanitizing station and sanitize your hands. Our team must observe you complete this task, and will be doing a final verbal assessment with you.

RECEPTION AREA
After entering the clinic and sanitizing your hands your therapist will escort you to the treatment area. Your practitioner will be wearing a mask and in some circumstances gloves. For your safety and ours, furniture has been removed from the waiting area and plexiglass has been installed at our counter.

WASHROOMS
To ensure your safety and protection we are limiting use of the clinic washroom to staff only. Please notify one of our team members if you have to use the washroom and you will be directed to the dedicated washrooms in the hallway that are frequently cleaned by our facility staff.
**APPOINTMENT**
Each private treatment room is equipped with a HEPA air purifier that removes 99% of airborne viruses. All equipment used during your appointment is thoroughly sanitized before and after treatment and linens are replaced after single use. For your safety we have staggered appointments to minimize the number of people in the clinic at any given time.

**PAYMENT**
All billing and payments will occur with as little direct contact between you and our staff as possible and paperless. You will receive an electronic receipt via email.

**EXIT**
Please sanitize your hands once more as you exit the clinic.

*We are doing everything we can to ensure a safe experience for your visit -
Please do your part to ensure our safety too!*

**GUIDING DOCUMENTS FOR A SAFE CLINIC ENVIRONMENT**

Worksafe BC

BC Physical Therapist Guidelines
- [https://files.constantcontact.com/2cd4590b601/e5d4cb64-ef83-4f95-82a2-95580478acf7.pdf](https://files.constantcontact.com/2cd4590b601/e5d4cb64-ef83-4f95-82a2-95580478acf7.pdf)

BC Registered Massage Therapist Guidelines
- [https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/](https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/)

BC Centre for Disease Control
- [http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care)

BC Health Resources