



## KUCAN CHIROPRACTIC & ACUPUNCTURE CLINIC

### COVID Information for Patients...

August 23, 2020

We have been busy over the last few months making some changes to our clinic space, workflow and procedures. Here are some of the things that we are doing to keep our patients, staff and community safe.

- Both Dr. Graham and Allison have altered their schedules in order to limit the number of people in the building and allow for physical distancing in the entrance way and waiting room.
- You will receive an email 24 hours before your appointment time, containing a link to a COVID-19 screening survey. This survey is mandatory before every visit and should be completed at least two hours prior to your appointment time.
- **If you are feeling unwell, please call the office to reschedule your appointment. You will not be charged for a late cancellation.**
- We require all staff, patients and visitors to wear a mask while in the clinic. If you have concerns about wearing a mask, please speak to one of our staff members before your appointment.
- We ask that all non-essential visitors, family members and drivers refrain from accompanying you into the clinic. (Essential caregivers and dependent children are always welcome.)
- We ask that you arrive just a couple minutes before your appointment time, come inside the clinic, use the hand sanitizer provided and be seated in the waiting room. If there are no available seats, please wait outside until someone leaves the building and a space becomes available.
- All patients, essential visitors and staff must be screened for COVID-19 upon entry and will have their temperature taken by contactless thermometer. Anyone who screens positive will be denied entry and asked to rebook their appointment.
- We have removed all toys, magazines, books and the water cooler from the waiting room, as they cannot be easily sanitized. Please remember to bring a water bottle from home. If you would like to bring an electronic device, we offer free Wi-Fi for your convenience.
- We have increased sanitation of all 'high-contact' surfaces between patients. We have re-covered all upholstered furniture, so everything can be easily wiped down. We continue to endeavour to be a scent-free clinic and are using Health Canada-approved peroxide-based disinfectants, which are odourless and highly effective against COVID-19, as well as many other pathogens.
- We have installed plexiglass at the reception desk and would prefer contactless payment, whenever possible.

We are following or exceeding all recommendations and guidelines as outlined by the Ministry of Health, Public Health and our respective Regulatory Colleges. Our goal is to provide you with the best care possible, in the safest way possible. We appreciate your patience as we work through these changes. If you have any questions, suggestions or words of encouragement, we would love to hear from you.

Sincerely, Dr. Graham Kucan, Allison Kucan Hahn and Staff