

Genesis Rehabilitation Clinic COVID Procedure and Protocols

For the safety of our patients and health care providers we comply with and follow the directives and guidance from the Ministry of Health, Public Health Ontario, the Chief Medical Officer of Health and other authoritative bodies regarding practice during COVID-19. Please review our clinic procedure and protocol below.

1. Patients should have a scheduled appointment prior to coming
2. Screening of all patients will be done prior to entering clinic via telephone
3. Patients are to call the clinic when arrived and wait to be directed into the clinic by staff.
4. All clinic staff will wear necessary PPE and the reception area is separated with a plexiglass barrier.
5. All toys, magazines, and other shared items in the waiting area have been removed.
6. Verbal screening will be done at reception and patient temperature will be taken.
7. If a patient screens positive, they will not be permitted to enter the clinic and will be directed to complete the Ontario Government Self Assessment and contact their family physician, local medical officer of health or Telehealth Ontario.
8. All patients are to wear a clean mask when entering clinic. If patient does not have a mask, one will be provided
9. Patients should wear new gloves or use hand sanitizer (15 seconds) prior to being directed to a treatment room.
10. Physical distancing of 2 meters is to be practiced in the waiting area although treatment spacing will be done to minimize any chance of more than 1 patient being in the waiting room at a time.
11. Patients are to wear masks at all times during treatment.
12. During massage therapy treatment a blanket will not be provided over sheets unless requested specifically to reduce further contact points.
13. Following treatment, payment may be made at reception through POS, electronic billing or contactless credit card payment.
14. Your next appointment can be scheduled and receipts and appointment reminders may be emailed to limit the exchange of paper.
15. All treatment rooms, tables, equipment, chairs, washroom, reception desk, door handles, POS machine, etc., will be sanitized following each patient interaction.
16. Any cloth items, such as towels, sheets, headrest covering are laundered after each patient encounter in hot water.

We recognize that this is a difficult time for all of us but we feel that these protocols are in the best interests of protecting our patients and clinic staff. Thanks for your patience and understanding.