

COVID and Public Health Procedures at AVANT

Your health and safety as well as the AVANT team and Dr. Payne's is of utmost importance to us.

Before you arrive into AVANT...

Appointments at AVANT... When you have a prebooked appointment or you book an appointment online, you will receive a self-assessment survey that is required to be completed and signed at the bottom of the form before you enter the AVANT clinic. If you have an unpredictable schedule, you can call (Heike)(the office) the day of and (she)(we) can book you in so that you will receive and can complete the self-assessment survey before coming in.

This Self-Assessment Survey must be completed prior to attending EACH appointment at AVANT.

Any patient who answer YES to a pre-screening question (should call the office @613-801-2164) to clarify OR you have a fever and do not feel well we ask that you cancel your appointment, stay home until symptoms have abated and reschedule for a future date.

If you responded NO to all the assessment questions you are SAFE TO ATTEND your appointment.

We are asking patients to help us maintain a healthy and safe environment in our clinic by answering pre-screening questions truthfully and following the procedures in the clinic.

When you arrive...

To reduce the number of people in the clinic at one time please arrive only a few minutes prior to your appointment. To further limit the amount of people in the clinic at one time, we ask that you do not have anyone accompany you unless you need assistance into the clinic for your visit or unless they also have a scheduled visit at the same time. If you have children with you, please call (Heike)(the office) to set up an appointment so that we can accommodate physical distancing protocols with other patients.

If a patient is exiting when you arrive, please step to the left inside the exercise room until the foyer is clear and then you can enter.

When you arrive, **please use the hand sanitizer in the foyer upon entering.** Please remove your outdoor shoes and place them in the pebbled shoe box. Also, to properly follow public health directives, **FACE MASKS that cover the mouth and nose are required.**

While in the Clinic...

AVANT is be able to have two people at the adjusting tables at one time as they are placed to ensure proper physical distancing and we have two chairs properly distanced in the waiting room for the next in cue.

In the traction room, the tables are also distanced to ensure proper physical distancing. All the spinal orthotic devices are sanitized after each use as well as all the tables. There is hand sanitizer available in the office by all stations and the washroom is available if you prefer to wash your hands.

If you are unsure how or where to move in the clinic, Heike, Kristin and Dr. Payne will assist with the traffic flow when needed.

Upon exiting the clinic...

You can still use our bench or chair and shoehorns to assist with your boots or shoes.

If a patient is entering when you are leaving, please step inside the exercise room (on the rubber flooring) or remain in the front desk area until the foyer is clear. Use the hand sanitizer (as you exit.) (before using the exiting door handle (on the front door)).

Heike will be there to help guide safe distancing should the need arise.

Measures we are taking...

- * We are doing everything we can to ensure a clean environment.
- * Adjusting hours have been extended throughout the day to accommodate proper physical distancing and minimal interaction among patients.
- * Exams and Reports are scheduled at a special time and are allocated in a blocked off time period.
- * Furniture has been limited and spaced at least 2m apart.
- * A protective shield has been installed at the front desk for everyone's protection.
- * All common touch points and high traffic areas such as chairs, front desk point of sale terminal, door handles, adjusting/traction tables and tools and therapeutic equipment are being cleaned and disinfected throughout the shifts.
- * All treatment tables are being disinfected after EVERY patient.
- * Dr. Payne is washing his hands with soap and water frequently throughout the shift as well as sanitizing between every patient to ensure there is no transmission of infectious agents.
- * Dr. Payne also will be wearing an appropriate Personal Protective Equipment and Mask while providing care.
- * Touchless payment system is in place. You will be asked for your credit card or visa debit card to be put on file for payment when service is rendered.
- * **NEW, A specialized air purifier is in place (24/7) to clean the air and surfaces of any virus and germ particles in the open clinic areas.**

We thank you so much for your patience and understanding with our COVID procedures.

We look forward to welcoming you. Believe it, WE ARE smiling under our masks!

Please visit our online booking system in Janeapp (or call the office 613-801-2164) to arrange your next appointment.