

Dear Patients,

As our Province advances through phases of reopening, Wyndham Medical is happy to be expanding our in-person visits. As safety is still our first priority, we will continue to offer telephone or virtual visits as the FIRST option. We will only offer in-person visits if physical examination will change your management, you require a hands-on procedure/ intervention, or if an in-person visit is in your best interest.

**What does this mean?**

- Any visit that can be accomplished by virtual means, will be booked as such.
- Your visit to the office will be for the purpose of the physical exam only. If other issues arise that do not require a physical exam, this will be discussed virtually.
- If you are due for an appointment (Pap smear, Driver's Physical, Immunizations, etc) please call our office to book.

**What can you expect at your visit?**

- Our providers will be alternating work schedules to provide access to care while allowing for social distancing.
- Before your appointment and upon arrival, you will be asked specific COVID-19 screening questions. Please answer honestly. If you answer yes to a screening question, you will be accommodated with a virtual visit. Also, on arrival we will be conducting temperature checks on all patients and caregivers.
- We have rearranged our waiting room and workspaces to help with social distancing. You may be asked to wait in your car if the waiting room capacity is exceeded.
- Please do not arrive more than 5 minutes prior to your appointment, to avoid crowding.
- Patients and staff will be required to wear masks (cloth or surgical) while in the office unless asked to take them off by staff during appointment.
- All patient needs to sanitize their hands while entering and before exiting the office
- We ask that you attend your appointment alone. However, if you have a caregiver who needs to attend the visit with you, he or she will also need to be screened and wear a mask.
- If you develop any symptoms of COVID-19, we ask that you stay home. We will not be charging cancellation fees in this case.
- **DO NOT COME TO THE CLINIC WITH COVID-19 SYMPTOMS.** Any patients with respiratory or other COVID related symptoms should go directly to the **COVID Assessment Clinic.**
- We will communicate any changes as we move through this process. The most effective way to do this is via email, please ensure we have your up to date email address on file. As we adjust our schedules and office flow to support best practices, we ask for your patience and understanding.

Sincerely,

Wyndham Medical Clinic