

To our patients

As we prepare to re-open, we at Dermatology on Bloor want to assure you that the health and safety of our patients and staff remain our top priority. In order to reopen in the safest way possible, we have put together a number of policies and procedures that we will be implementing at the clinic. We ask that you read this document carefully and arrive at your appointment prepared, so that we can continue to provide you with the service and care that you expect when you visit us.

We will be seeing patients by appointment only. Our goal is to limit the number of people in the clinic at any given time. To accomplish this, we will be re-opening on a limited schedule for each doctor, so it may not be possible to get an appointment on the day or time that you would like. As we adjust to the new reality of social distancing in the clinic, we will add more appointments as appropriate.

Please do not come in to the clinic to schedule an appointment: you can call the clinic at **(416) 922-9620** or email us at **info@dermonbloor.com** and someone will get back to you. Please understand that, depending upon patient demand, it may take a few days to return your call/email.

How to Prepare for Your Appointment

- 1 • If you are sick or think you may be getting sick, please DO NOT COME INTO THE CLINIC. Please call the clinic to re-schedule your appointment.**
- 2 • Wear a face mask.** Please bring a face mask from home as we have a limited quantity at the clinic. Please enter the clinic wearing the mask, covering your mouth and nose, and keep it on at all times unless your service provider instructs you to remove it.
- 3 • Plan to attend your appointment alone unless you require a support person for age, language, or mobility reasons.** Persons accompanying patients for any other reason will be asked to leave the clinic and wait outside until the patient's appointment is over.
- 4 • Arrive no more than 5 minutes prior to your appointment and be prepared to leave the clinic right away after you have checked-out.**
- 5 • Do not bring anything to your appointment other than one small personal bag and your cell phone (if necessary).** No shopping bags or outside food or drink will be allowed in the clinic. Please limit contact with your phone while in the clinic.
- 6 • Restrooms are for emergencies ONLY.** Please plan to use the restroom prior to arriving at the clinic as we must restrict use of the clinic restrooms.
- 7 • Please plan to pay with credit or debit card.**

Arriving at the clinic

- 1 • Do not enter clinic until 5 minutes prior to your appointment.**
- 2 • Upon entering the clinic, a staff member will take your temperature and ask you a series of screening questions.** We will be using a contactless, infrared thermometer to check the temperature of every patient who enters the clinic. If you have an elevated temperature and/or answer yes to any of the screening questions, you will be asked to leave the clinic immediately and to re-schedule your appointment when a fever and/or symptoms of COVID-19 no longer exist.
- 3 • You will be asked to use hand sanitizer (provided) upon entering the clinic.**
- 4 • Please observe all posted signs and all staff instructions while in the clinic.**

Staff and clinic precautions

- 1 • All staff will have their temperature taken upon arrival at the clinic and will be screened for symptoms of COVID-19.** Anyone with an elevated temperature will be asked to go home and seek medical attention.
- 2 • All staff will wear masks and, where appropriate, face shields.**
- 3 • All staff will change out of street clothes and into freshly laundered scrubs and shoes that are worn only inside the clinic.**
- 4 • All staff will wash their hands and wear gloves before and after touching clinic surfaces.**
- 5 • All treatment rooms will be cleaned and sanitized between every patient visit.**
- 6 • All surfaces in common areas of the clinic will be cleaned and sanitized every hour.**