

# What to expect

When Physio Sport Med welcomes you back



Late cancellation fees do not apply if you are ill. Please cancel and stay home if you are sick. We will as well

## Preparation

1.



1. Book online or call/email the clinic to book your appointment
2. Complete on-line forms and email them back to the clinic
3. Bring a mask
4. Please use the washroom at home. Ours will be available for emergencies only.
5. Please leave family members at home, unless you are accompanying a child or someone who needs assistance.

# When you arrive

2.



1. Please arrive on time or early for your appointment, but wait in your car.
2. Check in online, or call the clinic to let us know you are ready
3. When your practitioner is ready, our staff will call and complete a screening, then ask you to come in
4. Sanitize your hands
5. You will be directed to the correct treatment space

# Your treatment

3.

1. Your therapist will be wearing a mask and gloves. They may need to wear a face shield depending on which technique is being used.
2. Please wear your mask for your treatment
3. Communal gym use will be reduced
4. Some of your treatment may happen virtually including taking your history or exercise prescription



4.



## After your treatment

1. The front desk will confirm and book your future appointments
2. We will take contactless payments, including credit cards and tap via phone apps. You can choose to have us securely store your credit card information.
3. Your receipt will be emailed to you.
4. Please remember to sanitize your hands.

## Behind the scenes

1. We are taking time to clean each treatment area thoroughly between clients
2. Increased space between treatment spaces, or private treatment rooms
3. Reducing the number of clinicians working at one time
4. Staggering appointments
5. Working hard to increase your safety

5.

