



COVID-19 Update

We are happy that the new provincial COVID-19 regulations allow us to continue to provide patient care in office. We are taking every measure to be fully aligned and compliant with current health regulations to ensure your safety!

We are booking appointments online through the Jane app, by emailing info@paradigmhealth.ca or by calling 403-301-7406. Please remember that phone and telemedicine appointments are still available and encouraged for current clients.

While physical distancing measures remain in effect, patients **must have a scheduled appointment** to be permitted in the clinic. Please arrive on-time for your appointment and without any guests. Exceptions will be made for patients with mobility issues or parents /guardians of minors, if cleared with reception when booking. This is so that we can anticipate the amount of people in the clinic at any given time & appropriately distance patients.

Walk-ins are not permitted at this time, even for supplement pickup. Supplement refills may be mailed to you via Canada Post by Express Post, or you may phone and make arrangements with the front desk to have your supplements available for pick-up at the security desk on the main floor. We deliver supplements to the security desk twice a day and do mailouts daily for your convenience.

To ensure the safety of yourself, our staff, and other patients, you will be asked to:

1. Pre-screening before and during appointments.
2. Anyone with any **signs of illness** are not to enter the clinic. This **includes** cough, fever, shortness of breath, runny nose, or sore throat.
3. Wear a face covering or mask to your appointment and for the duration of your visit.
4. Use the hand sanitizer and hand washing stations that are located throughout the clinic and in the treatment rooms. All surfaces and equipment will be sanitized after every patient.
5. To provide a credit card for payment as we are still cashless. Only credit cards will be accepted as forms of payment, which we store securely in our Jane booking and billing system. This is to ensure appropriate distancing & avoid being in proximity with other patients.
6. To avoid unnecessary traffic at our front reception area we ask that you call in or book future appointments online.

Should you choose to book an in-person appointment at this time, we hope that the above information helps you feel confident in our commitment to patient safety during this unprecedented time. We are so excited to remain open and continue to see patients! Although things may look a little different, our hope is that your experience at Paradigm is still what you have come to expect from us – professional, patient-oriented, and safe! Thank you for your understanding and cooperation as we navigate these difficult times!