

Kura Clinic Guidelines for COVID Re-Opening

The world has changed due to COVID-19. As we re-open our clinic to in-office visits such as B12 shots, acupuncture, Bowen therapy, Well Child checks and more, we are taking appropriate measures to minimize risk and keep our patients and staff as safe as we possibly can.

Please note that at this time, the clinic is open **by appointment only**. We will be available for your scheduled in-person appointments and pickups but not in a drop-in manner at this time. We ask that you wear a face covering and wash or sanitize your hands both before and after your visit.

1. Scheduling Appointments:

- a. Wherever possible, we are still encouraging telehealth/virtual appointments rather than in-person ones to limit overall contact; we have received great feedback about the secure video appointments particularly and are happy to help you navigate the setup
- b. In-person appointments can only be booked by calling or emailing (not via online booking) at which point a quick consultation will take place to determine if a virtual appointment would be appropriate (or if an in-person is required; sometimes virtual **isn't** the right choice even if that's your preference)

2. Screening for in-person appointments:

- a. We will ask you several screening questions (which you are probably pretty familiar with by now!) at ***two different times***:
 - i. **First**: when you first book your in-person appointment (to ensure you are referred appropriately if necessary)
 - ii. **Second**: you will receive an email with an online pre-screening and consent to fill out – if you don't fill this out, we will go through the screening with you when you arrive at the clinic before your appointment starts

3. Arriving at the clinic:

- a. Please arrive no more than 5 minutes before your scheduled appointment
- b. Please come alone to your appointment (exceptions include parents with children and caregivers providing other support)
- c. Upon arrival, we ask that you:
 - i. Wear a face covering (this can be a cloth mask or other homemade face covering, as long as it covers your nose and mouth)
 - but don't worry, we will have masks available to you if you have forgotten yours
 - ii. Either sanitize or wash your hands using the sanitizer found in many locations or the **hallway** (not bathroom) sink
- d. ***Make your way to the second door on the left (aka clinic room #3) and have a seat in our new, temporary reception – if not immediately greeted by your practitioner, have a seat as they will be with you very shortly***

- e. Please limit use of the washroom (unless it is urgent)

4. Leaving the clinic after your appointment:

- a. Please exit via the “old” reception past the front desk
- b. Payment and rebooking may be done with our front desk staff or your practitioner at this time, but we continue to encourage virtual methods of both
 - i. Payment options include:
 - Secure storage of your credit card
 - E-transfer to your practitioner
 - Via your Jane “My Account”
 - Direct billing of insurance
 - ii. Booking options include:
 - Online booking for virtual appointments at kuraclinic.janeapp.com
 - Email/call for in-person appointments

5. Other:

- a. Supplement orders:
 - i. We are still using our online dispensary Fullscript for home delivery; ask us for more detail if you are interested
 - ii. For in-office pickups, please call or email your request:
 - Once ready, you will be able to pick up your pre-paid order during particular windows of time on the shelf in the “new” reception – you will find a personalized bag with your order
- b. Cleaning/PPE:
 - i. We will be sanitizing commonly used surfaces throughout the day and clinic rooms and equipment will be sanitized between each patient
 - ii. Our practitioners and staff will be wearing appropriate PPE for each situation: always a mask but occasionally a face shield and/or gloves if the procedure warrants
- c. Lab testing:
 - i. LifeLabs is running as usual with obvious extra precautions
 - We encourage you to book an appointment online for your tests as this will limit your time spent at the lab
 - We can now either email a requisition to you for printing *or* fax it directly to the lab on your behalf

We understand how all these changes can be frustrating and stressful. We appreciate your patience while we all navigate this current situation and we very much look forward to seeing you.