

## **\*\*TELEREHAB SERVICES NOW AVAILABLE\*\***

To our valued community,

In an effort to continue to respect social distancing mandates rolled out by our provincial government to help control the spread of COVID-19 in our communities, Impact Physiotherapy & Performance will remain closed until further notice. Please know that despite this disruption, we want to help and are still available to answer any clinical questions that you may have. This can be done by emailing the clinic at [info@impactphysio.ca](mailto:info@impactphysio.ca) and your questions will be directed to your treating physiotherapist.

For those of you who have an active WSIB claim, we have been in contact with WSIB and they have assured us that whatever physiotherapy care you have missed due to COVID-19 will be extended so that you will receive the length of treatment that you are entitled to.

We also understand that in health care there is not always the option to put everything on hold. Ontario's physiotherapy regulatory body issued a directive allowing for **on-site physiotherapy care for emergency circumstances. We will therefore make ourselves available for clients who meet this criteria.** Our hours will be limited and we will strictly control the number of people attending treatment in the clinic in order to provide services in a safe manner.

We now have the ability to offer **TeleHealth Physiotherapy Sessions** to our existing clients. This service provides patients video or phone access (virtual access) to a Physiotherapist in order to provide support, discuss management strategies, symptom control, progression of a home exercise program, as well as answers to any other related questions. Respecting our client's confidentiality and privacy is of the utmost importance to us and as such, we are using a virtual platform that meets federal and provincial standards for the protection of personal health information (PEPIDA AND HIPAA compliant). If you have extended health benefits coverage for physiotherapy treatment, there are insurance carriers that are authorizing payment for virtual physiotherapy appointments. Please contact your insurance provider directly to determine if your policy covers virtual appointments (regular therapy treatment session rates apply for this service).

If you require an emergency appointment or are interested in a virtual physiotherapy appointment, please call (519-843-3961) and leave a message or email us ([info@impactphysio.ca](mailto:info@impactphysio.ca)). We will reply with options for available appointment times.

We will continue to monitor the situation surrounding COVID-19 and will keep you informed through our website when we are permitted to re-open. Please help to slow the community transmission of COVID-19 and "flatten the curve" by practising safe hygiene (stay home if you are sick, wash your hands with soap and water for >20seconds, avoid touching your face, maintain a safe social distance from others whenever possible), and avoid leaving your home except for essentials.

Thank you for your understanding and supporting our decision to help keep our community as safe and healthy as possible.

Respectfully,

Ronda Schnurr-Smith and the staff at Impact Physiotherapy & Performance