

June 1, 2020

## COVID-19: Business Reopening A Message To Our Patients

Dear Patient Community,

We hope you are all staying safe and well. We look forward to resuming our clinical operations and being able to perform elective surgery starting June 1<sup>st</sup>. Thank you for your patience as we continue to adapt to these changing times.

As we prepare for the next phase and plan for what reopening is going to look like, the health, safety, and wellbeing of our patients, healthcare team, and staff is always our top priority. We have established our COVID-19 preparedness plan and management policies for surgical and procedural protocols, while accommodating our patients needs for expedited access to healthcare. We are continually monitoring guidelines from the health authorities to adjust our plans, policies and timelines accordingly.



### Hygiene & Sanitization

While we have always been dedicated to providing a clean and safe hospital environment, we will be enhancing both our sanitation procedures and their frequency. We are committed to the highest level of care and attention. This includes but is not limited to:

- Use of professional-grade disinfectant
- Increased cleaning of all common areas, service rooms and high touch surfaces several times daily
- Where required, the use of personal protective equipment (PPE) including gloves, masks, and proper hygiene measures (proper hand washing and sanitizing)



## Our Team

Our health care professionals and staff are happy to service you from a safe distance. Our health care team has been properly trained on all safety and public health safety measures. This includes but is not limited to:

- All employees will answer screening questionnaires and will have their temperature taken first thing in the morning when they arrive.
- Any employees exhibiting symptoms will be sent home.
- All staff will be required to wear PPE when not at their own designated workstation area
- All workstations will meet the guideline of physical distancing (6 feet)
- All workstations and common areas will have hand sanitizer available
- All Clinical Care Team are required to wear a mask, gloves and a gown



## Physical Distancing

Management of traffic flow and physical distancing measures are in place at our clinic, to ensure a fluid and safe experience for all patients and staff. This includes but is not limited to:

- Signage displayed throughout the office (reception / common areas / consultation rooms) that will communicate policy and instruction
- Physical distancing (6 feet apart) will be adhered to
- Only patients will be allowed to enter the premises, family and friends will stay outside
- All patients will be required to wait in their vehicle and will receive a call / text from reception when the Clinical Care Team are ready
- Patients will be coming in through the front entrance and exiting through the back to avoid any further touchpoints with employees or possibly another patient



## Appointments

Now that surgery will be commencing June 1<sup>st</sup>, we will reach out to our patients to confirm their surgery dates that were booked during our temporary closure. We will then begin booking all surgeries based on a schedule and timeline that best adheres to public health guidelines, including social distancing measures. This includes but is not limited to:

- Staggered scheduling for patients
- Extended duration in between appointments to allow time for cleaning and disinfecting of the examination rooms
- PPE for patients prior to allowing access into main office area
- Patients to be screened and have temperature taken at reception
- The clinical care team will be noting any employees who had interaction with the patient for tracking purposes



## At Your Service, In New Ways

Your safety is always at the top of our minds and as such, we have put in place new technologies to better service our patients in a new way. Our website [www.obesitysurgery.ca](http://www.obesitysurgery.ca) now has live chat and virtual consult booking tool so that you can easily ask questions and be in touch with our patient advisors in a timely manner. We are available for tele-health and virtual consultations with our surgeons, so please reach out to us if you have any questions at 1-888-278-7952.

We will continue to update you as we navigate these challenging times. We appreciate your patience as we work hard to get you back to being your best self.

Sincerely,  
Your SmartShape Weight Loss Team

