



148 Main Street South 519.323.2960



UPDATED OFFICE PROCEDURES

The Doctors and staff at Mount Forest Chiropractic are dedicated to the health and safety of everyone.

It is under the direction of the [Ministry of Health](#), Public Health Ontario, the Chief Medical Officer of Health, the [College of Chiropractors of Ontario](#), and because of our own desire to ensure the health and safety of all, that we will be instituting the following policies and procedures.

In-person appointments

All appointments will require a scheduled appointment. Please contact our office by phone (519.323.2960), or email (info@mountforestchiropractic.com). We cannot accept "walk-in" appointments at this time.

If you are a new patient to our office, or you require a more detailed discussion with the Doctor to better understand your complaint (e.g. you have not been receiving care at our office for an extended period, or you have a new complaint), the staff will arrange a "[Virtual Visit](#)". The Virtual Visit will be required to minimize the amount of time that patients are physically present, thus reducing the risk of spreading illnesses. Please refer to our website for assistance and clarification of a Virtual Visit.

To access the forms required in our office prior to your first visit, please visit our website, or click [<INITIAL FORMS>](#)

Once you have a scheduled appointment, you are expected to **arrive 5-10 minutes prior** to the appointment time in order to allow for screening. Our schedule will be very strict as we allow for physical distancing between patients, and staff. Unfortunately, we can only allow one individual into the treatment room at a time. Please arrange for dependents to be cared for by someone else while you attend your visit. If a child requiring supervision is receiving the treatment, one parent may accompany the child.

Our staff will be calling you prior to the appointment for [Screening](#). Upon arrival at our office you will notify our staff by phone that you have arrived. ****CALL 519-509-2961**** Our staff will review the screening questions for any changes before you enter. If you have any one symptom or condition during screening, you will be unable to attend and/or referred for testing. Please refer to our website for further clarification of the screening that we are directed to do.

You are required to wear a mask for the entire time that you are in our office. We encourage you to bring your own mask, or we will provide one to you (at the cost we purchase our masks). If you are concerned about a pre-existing respiratory condition that can be worsened with the use of a mask, please alert the staff when making your appointment.

Please continue to be mindful of **physical distancing** throughout your visit. Our staff will be assisting you as much as possible, but please do not approach the staff at any time.

We have marked the floors within the office to indicate where you can and cannot go. We have blocked off the waiting room and children's play area/coat rack. If you have a jacket, there is a small table within the treatment room where you may place it and other items (e.g. phone, keys, etc.). There are no chairs within the treatment rooms, so please stand or sit on the treatment table once you enter.

All relevant surfaces are **properly sanitized** before you enter the office. Please feel free to ask us how we reduce risks with our cleaning procedures.

The washroom will *not* be available for the patients' use. Please be mindful of this before coming to your appointment.

Your appointment time is made with the safety of patients, practitioners and staff in mind. Please understand that the next patient booked will not be able to attend our office until you have left, and all surfaces have been properly sanitized. With this in mind, please adhere to your appointment time.

Our fee schedule has been adjusted to reflect the changes in our scheduling and requirements. Please refer to our [fee schedule](#) posted in the office and online.

Payments can be made by Debit card (we have a tap enabled device), and e-transfer (to drmtownsend@mountforestchiropractic.com). We do not have the ability to accept credit cards. During this time our preference is to reduce risks: if at all possible, we would like to avoid the use of cash or cheques. We have the ability to direct bill many [extended health care insurers](#); please ask staff if this applies to you.

Dr. Murray Townsend / B.Sc., D.C.
Dr. Michelle Gross / B.Sc. (Hons), D.C.
Dr. Brianne O Driscoll / B.Sc., D.C.