

GLEN SATHER SPORTS MEDICINE CLINIC PHYSIOTHERAPY SERVICES RELAUNCH

On April 30, Premier Jason Kenney announced that physiotherapy clinics were included in the first stage of Alberta's economic relaunch strategy. This news is promising as it suggests Albertans have been thoughtful and careful in dealing with the COVID-19 pandemic. For this, we applaud everyone's efforts in minimizing the spread of the virus and praise our frontline and essential workers in keeping us healthy.

We are proud of how quickly and efficiently our staff and physiotherapists were able to adapt during this pandemic by providing care via telerehabilitation. We have continued to deliver high-quality, evidence-based care to our patients and have received lots of positive feedback from patients. **All patients will continue to be offered treatment via telerehabilitation as our primary form of treatment.**

While we are excited to offer in-person service again, we remain cautiously optimistic, as we know that we will not be resuming "business as usual." When our clinic doors open, we will be vigilant to ensure health, safety, and risk mitigation are our top priorities.

We will follow the [guidelines and policies](#) set out by the Physiotherapy Alberta College & Association. Additional measures that we have in place to promote the safety of both our patients and our staff include:

- Screening all individuals entering the Kaye Edmonton Clinic Building
- Booking longer treatment times to allow our staff to thoroughly clean treatment areas between patients
- Seeing patients in person ONLY when the anticipated benefits of such services outweigh the risks to the patient and the physiotherapist
- Enforcing physical distancing in the waiting room and treatment area
- Requiring both patients and physiotherapists to wash and sanitize their hands before and after each appointment
- Using appropriate personal protective equipment (PPE) to deliver safe in-person service

To ensure we have the enough time to implement these changes, we are planning to reopen our in-person physiotherapy services on **Monday, May 11.**

Our physiotherapists will consider each patient's physical, psychological, social, and contextual needs to decide if they should be seen in-person. Firstly, we consider if you can be treated appropriately via telerehabilitation. Further to this we will reflect on the following:

- Are you likely to seek treatment in an urgent care or emergency department setting in the absence of physiotherapy services?

- Do you have functional impairments that are impacting your health-related quality of life or ability to perform normal daily activities such as work? Are you a frontline or essential worker?
- Do you have an acute condition or injury? (e.g., recent surgery, cast removal, or motor vehicle accident)
- Do you require services that can only be provided by in person care? And are these services necessary in order to prevent you from seeking out urgent care?

Patients who answer 'yes' to any of the above questions **may** be eligible for in-person service. Our physiotherapists will use their clinical judgement to determine if you would significantly benefit from in-person service. If you would like to find out if you are eligible for in-person service, please contact your physiotherapist or call the front desk staff (780-407-5160) who will put you in touch with one of our team members. Please note we are operating at reduced hours and apologize in advance if our phone lines are slightly backed up.

Lastly, to our staff and our patients, thank you for your tremendous support during these challenging times! We encourage everyone to continue physical distancing and practicing hand hygiene. Together, we can flatten the curve and beat this virus. We hope you are all staying active and healthy!