



June 2020

Dear Community Clinic Members,

As Saskatchewan looks to 're-open' in the coming weeks and months, the staff at the Saskatoon Community Clinic have implemented a number of measures to keep you, our patients and members, as safe as possible while tending to your healthcare needs.

Our staff continue to follow processes and guidelines as recommended by the Chief Medical Health Officer to promote physical distancing where possible and, where not, to use appropriate personal protective equipment (PPE). Virtual care through telephone or video consultation should remain the first choice to protect providers, staff and patients, unless an in-person visit is deemed essential. Our staff will work with you to determine which option is most appropriate.

Phased-in Services

The number of **Physicians and NPs** in the clinic increased through a phased-in approach beginning May 25. Additionally, the **Physical Therapy** department began to see more clients at the Downtown Clinic and foot care services have resumed in a modified form. Our **Counsellors, Dietitians and Occupational Therapists** continue to offer telephone visits, with limited in-person appointments available. The **Counselling Department** continues to have **urgent telephone consultations** available for patients with anxiety or other stress related concerns.

Specific to **Lab and Diagnostic Services**, INRs are being processed. All Routine Lab, x-Ray and ECG requests are being performed, and all Standing Laboratory Orders are now being processed.

The Lab and Diagnostic Services Department will be managing patient flow throughout the day in order to ensure physical distancing requirements are met in their waiting room. As such, if the maximum number of patients has been reached you may be asked to wait outside or in your vehicle until our staff have been able to finish providing care to other patients. If you have a physical disability you will be accommodated inside the building.

Effective May 20th 2020, the Ministry of Health removed the prescription drug quantity limits. With this restriction lifted, our **Pharmacy** now can return to the Drug Plan and Extended Benefits Branch standard rule of 3 prescriptions filled in a 45-day period. Prescriptions can be picked up on-site or delivery can be arranged.

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Health Support Groups

All health support groups have been suspended until at least September 2020. An evaluation will be done at that time as to the resumption date. Information will be provided when available as to the plans for resuming these including volunteer arrangements.

Arranging for and What to Expect When you Arrive for Appointments

When you phone to request an in-person appointment you will be screened over the telephone and if you do not have any symptoms or exposure to COVID-19, an appointment will be booked. Patients will be screened again at the entrance of the Clinic when they arrive for their appointment. You are encouraged to wear a mask when visiting the Clinic. If you do not have one, you will be offered a mask upon arrival for your use while visiting the clinic. Please note that for some clinical services and procedures, wearing a mask will be mandatory. Patients are instructed to arrive on time, and alone whenever possible to help facilitate physical distancing guidelines.

Non-essential items have been removed from waiting rooms, and chairs have been positioned to maintain a recommended physical separation. Common areas and high-touch surfaces and objects are frequently disinfected at regular intervals. Finally, all SCC physicians and staff must self-monitor daily for symptoms and must pass a daily fitness for work screening assessment before coming to work.

In closing, thank you for your patience as the Saskatoon Community Clinic strives to maintain a high standard, safe provision of care, while also ensuring that appropriate physical distancing is maintained to ensure the safety of both our patients and staff.

Sincerely,



Lisa Clatney
Executive Director