
COVID-19 UPDATE

Orders & Appointments

Nov. 16, 2020

Hi Everyone!

With the recent developments of COVID-19 in Ontario, our clinic is introducing new guidelines to help keep everyone safe and healthy. We will not be allowing unscheduled walk-ins at this time. What does this mean for you, our patients?

Appointments:

As usual, we will call to confirm all booked appointments. Patients will be allowed to have someone accompany them to their appointments. A COVID-19 screening questionnaire will be conducted upon booking/confirmation and again in person as well. Anyone with any COVID-19 symptoms are asked to let us know ahead of time so that we can either switch from an in-person consultation to a telemedicine consultation (via phone or video) or reschedule the appointment to a later time.

If you have symptoms like fever, cough, or shortness of breath, please call Telehealth Ontario at 1-866-797-0000 or your public health unit before visiting an assessment centre.

Orders:

If you require supplements at this time, we ask that you please call or email (info@naturaltherapies-clinic.com) in the order ahead of time. This gives us time to prepare the order and limit the number of people coming into the clinic at a given time. We prefer that orders are paid via credit card or e-transfer at the time of ordering. However, we understand that this is not always possible, so we do our best to accommodate, as long as we know ahead of time. Please note that we will be able to ship out (Canada Post) orders as well. We will be checking our phones and emails regularly.

We will continue to keep you updated with changes to the clinic's operations. Thank you for your patience and co-operation during this time. Stay safe and healthy!

- *Natural Therapies Clinic*