

COVID-19 :

Integra Health Centre COVID-19 Strategy

LAST UPDATED: MARCH 18, 2020

With this rapidly changing and unpredictable environment, it remains our priority to:

- **Provide excellent care to you and your family.**
- **Prevent the spread of COVID-19**
- **Maintain the health & safety for you, your family, our team and the community**

We will be updating this page as the landscape of covid-19 is ever evolving, making us rapidly evolve our processes with the changing health climate.

With that said, [Business is as Usual...Virtually!](#)

As we continue to monitor the fluid nature of the ongoing COVID-19 situation, our updated operational plan and in order to ensure your health and safety during this difficult time, Integra doctors and Practitioners are now available for **virtual appointments effective today until at least April 5th, 2020 and may be subject to change.**

We are virtually here during REGULAR hours to answer phones and emails and schedule virtual appointments. Only in-clinic visits will be seen from 9am-2pm and if screening requirements are met through a phone consultation, we have select visits for:

Medical In-Person Visits Include

- **Baby visits**
- **Mental health check ins**
- **Pain management**
- **Women's health**
- **Prenatal visits**

Virtual Health & Wellness Visits Include

- **Virtual Walk-In Clinic** (see below for more details)
- **Psychotherapy**
- **Naturopathy**
- **Chiropractic and Physiotherapy:**
 - **Virtual Rehab Sessions**
 - **Work from home ergonomic assessments**

- Progress checks

Please call or visit our online booking site to book an appointment for appointments

With the current guidelines followed by the Public Health Agency of Canada, Integra Health Centre has and will continue to exercise all forms of caution to protect all of us.

PRE-SCREENING

We will continue to screen you by phone or email, BEFORE booking:

- Have you or your child or your family traveled outside of Canada in the last 14 days?
- Have you or your family been in contact with anyone who has traveled outside of Canada in the last 14 days?
- Has you or your family been in contact with a suspected or confirmed case of COVID-19?

If you responded "**YES**" to any of these, we cannot see you at Integra Health Centre IN-PERSON but can do a VIRTUAL PHONE/VIDEO appointment instead.

INTEGRA HEALTH'S OPERATIONAL PLAN IS AS FOLLOWS:

- We will continue to offer in-person appointments as long as our screening requirements are met. Please try to [EMAIL](mailto:appointments@integrahealthcentre.com) for all your appointment requests to appointments@integrahealthcentre.com when possible if we are unable to answer your calls.
- To respect social distancing and to limit crowds in the clinic, we will be moving as many appointments to **TELEMEDICINE** (phone/video) APPOINTMENTS as appropriate and where eligible.
- If you have an appointment booked for this upcoming week, we will screen you again prior to your visit the day of.
- We are reducing our physicians working in the clinic, again to maintain social distancing, AND only from **9am-2pm M-F**.
- We ask that you come alone for your appointments, or with one guardian who also must pass our screening to be permitted into the space.
- For prescription refill requests please contact our office via phone or [email](#) and we can arrange a telemedicine appointment for your physician to assist you with this request. We ask for your patience at this time and please expect a response within 24-72 hours.

If you have traveled outside of Canada please be advised you are required to self-isolate for 14 days upon your return. You will only be permitted to book a phone/virtual appointment.

IF YOU DEVELOP SYMPTOMS DURING THIS 14-DAY SELF-ISOLATION PERIOD, SEE BELOW FOR REQUIREMENTS TO GO TO AN ASSESSMENT CENTRE.

If you have cough/cold symptoms (no travel): request a virtual appointment with your doctor

Who should go to the Emergency Room OR An Assessment Centre...keep reading.

For more information on social distancing, check out the Public Health Agency of Canada.



INTEGRA
HEALTH CENTRE

**LOOKING FOR HEALTH SERVICES WHILE PRACTICING
SOCIAL DISTANCING?**

**BOOK A VIRTUAL APPOINTMENT WITH ONE OF OUR
INTEGRA DOCTORS OR THERAPISTS TODAY!**

SPEAK TO A GP, PSYCHOTHERAPIST, NATUROPATH,
PHYSIOTHERAPIST OR CHIROPRACTOR

ACCESS OUR SECURE, EASY TO USE CONSULTATION
PORTAL FROM YOUR TABLET, PHONE OR PC

BOOK MEDICAL VISITS WITH A VALID HEALTH CARD.
TELE REHAB, MENTAL HEALTH AND NATUROPATHY
SERVICES ARE COVERED BY MOST EXTENDED
HEALTH CARE PLANS.

CALL OR EMAIL TO BOOK AN APPOINTMENT:

416-777-9355

APPOINTMENTS@INTEGRAHEALTHCENTRE.COM

******Our Allied Health Services can also be booked by
visiting our website at www.integrahealthcentre.com***

NOT SURE WHAT CONSTITUTES A VIRTUAL MEDICAL VISIT?

Here's a full list:

- Acne
- Rashes
- Bites & stings
- Cough & cold
- Coldsore
- Dehydration
- Diarrhea
- Fever
- Frostbite
- Flu (influenza)
- Gout
- Hives
- Lice
- Migraines
- Nail infection
- Nausea & vomiting
- Pink eye
- Shingles
- Sinus infections
- Sore throat
- Strep throat
- Plantar fasciitis
- Rosacea
- UTI
- COVID-19 Questions

and more!