



INFINITY CHIROPRACTIC
& WELLNESS

Update Regarding Clinic Re-Opening Following the COVID-19 Pandemic

Dr. Christopher Knee ND
June 25, 2020

Dear Patients,

You are receiving this email because you are either a current or past patient of Dr. Christopher Knee ND or have an upcoming appointment scheduled with Dr. Knee at Infinity Chiropractic and Wellness Centre.

As you are aware, since March 18 our clinic has had to avoid any 'non-essential' in-person patient visits, in order to protect the public and staff from the further spread of COVID-19. Fortunately, we were able to adapt quickly, and many of you have been successfully continuing your care through the excellent telehealth (audio/video conferencing or phone call) option available directly through your Jane health portal.

We are excited to announce that as of May 27, 2020, the Ontario Ministry of Health has amended the previous directive to allow all regulated health professionals (including Naturopathic Doctors) to start providing in-person care once again, as long as they can meet the new *COVID-19 Operational Requirements for the Health Sector*. As you may be aware, Infinity Chiropractic and Wellness Centre is already open for chiropractic and massage therapy treatments.

However, as part of these requirements, the *College of Naturopaths of Ontario* is still strongly recommending that any visits that can take place virtually via telehealth should be done so, in order to avoid unnecessary patient contact and traffic within clinics.

Therefore, until further notice, any new or upcoming naturopathic medicine visits will continue to be scheduled as a Telehealth visit, unless otherwise specified by Dr. Knee. If for some reason you feel that your visit needs to take place in person, please contact the clinic and we will address this on a case by case basis. If you are attending for an in-person visit, there are a number of new precautions and requirements to be aware of, which are listed on our website at <https://www.myinfinitychiro.com/health-advisory>.

If you have been considering booking a naturopathic visit, or have not had a follow up in some time, we do strongly encourage you to consider a Telehealth visit, for a number of reasons:

1. The Jane telehealth feature has received tremendous positive feedback, and many patients have expressed how they enjoy conducting visits in this manner for several reasons including convenience
2. The Jane patient portal also allows you to access documents such as treatment plans, test results, supplement recommendations, etc. as they are shared by Dr. Knee to your patient portal. Any virtual prescriptions from Fullscript are still active and are being shipped as per normal operations.

3. Jane allows you to book/change appointments online, as well as handles payment for visits; the system is fully secure and compliant with health privacy laws
4. It may be a period of at least several months before regulatory colleges loosen recommendations in allowing clinics to return to full capacity, and many health providers are considering continuing with telehealth/virtual health where possible indefinitely
5. Your physical, mental, and emotional health is important and should not be neglected, especially during these stressful times; a visit with a naturopathic doctor can help in developing a strategy for you to stay healthy and perform at your best

To schedule a Telehealth visit, you may do the following:

1. Book online through your Jane patient portal (<https://jane.app/>)
2. Call 613-440-8444 or email the clinic at health@myinfinitychiro.com for assistance

It is our top priority to continue to provide high-quality care in the safest way possible. As social distancing measures continue to be recommended globally, this is a great opportunity to embrace new technology and learn how telemedicine can help improve the care you receive and the relationship you have with your health practitioner. If you have any questions at all, please do not hesitate to contact the clinic or reach out to Dr. Knee directly. We will continue to provide updates as new information becomes available and hope that we can see you back in the clinic soon.

Sincerely,

Dr. Christopher Knee ND
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