

## REOPEN FAQ - PATIENTS

### 1. When will Lakeland Respiratory clinics reopen for in-person appointments?

Our clinics will reopen for in-person appointments on June 1<sup>st</sup>. The health and safety of our patients and healthcare teams is our highest priority. Our clinics are reopening only after we implemented strict new clinic standards and safety measures.

### 2. Have the clinic hours of business changed?

Yes. Clinic hours of business have changed and our clinics will be open with reduced hours. Please call our customer care team for the most up to date information.

### 3. What measures have been put in place to ensure my safety?

To ensure the safety of our patients and our healthcare team members we have adapted our clinics including installing plexiglass shields, signage and floor decals. We have also implemented new clinic procedures for in-person appointments including:

- Pre-screening all patients for COVID-19 prior to accepting in-person appointments.
- Checking temperatures of all patients and healthcare team members using non-contact forehead infrared thermometers.
- Requiring all Lakeland Respiratory healthcare team members wear PPE during appointments.
- Requesting patients bring their own mask and put on the mask prior to entering the clinic.
- Providing hand sanitizing stations and following strict hand hygiene protocols.
- Increasing the frequency of sanitization of high-touch areas and surfaces.
- Limiting the number of people in each clinic at one time and practicing physical distancing protocols.
- Asking patients to wait in their cars or outside the clinic doors until their scheduled appointment time.

### 4. Can I visit a clinic without an appointment?

Yes. While we would prefer you book an appointment, you can still visit a clinic without an appointment. Clinic requirements will vary by location. Please follow the instructions posted on the door before entering the clinic.

**5. What do I need to know for my in-person appointment?**

All in-person appointment information will be shared with you prior to your appointment. To ensure the safety of you and our team members you should be aware of the following safety measures for your in-person appointment:

- We request, if possible, that you attend your appointment alone.
- We request patients bring their own mask and put on the mask prior to entering the clinic. Masks or personal protective equipment will be mandatory for our health care team.
- Upon arrival, we encourage you to wait in your vehicle until your scheduled appointment time.
- We will perform patient temperature checks utilizing a non-contact forehead infrared thermometer.
- We request that you follow the physical distancing signage and remain 2 meters/6 feet apart from other patients and clinical team members.
- We require that you clean your hands with hand sanitizer before your appointment. Disinfecting stations will be available at our reception desk.

**6. Should I wear a mask for my in-person appointment?**

Yes. We request patients bring their own mask and put on the mask prior to entering the clinic. Masks or personal protective equipment will also be mandatory for our healthcare teams.

**7. Do I need to bring my own mask to my in-person appointment?**

Yes. We request patients bring their own mask and put on the mask prior to entering the clinic. At this time, we are unable to supply masks for patients.

**8. Is it mandatory for me to wear a mask for my in-person appointment?**

No. While it is **not mandatory for you** to wear a mask, it is strongly advised by Canadian health authorities that patients wear a mask for in-person appointments. We request patients bring their own mask and put on the mask prior to entering the clinic. We will not be able to supply masks for patients. Masks or personal protective equipment **will be mandatory** for our healthcare teams.

**9. Can I bring a family member to my in-person appointment?**

In order to respect safe distances, we are limiting the number of people in clinics. We request that, if possible, you attend your in-person appointment alone. Our virtual appointments are better suited to include family or members of your care support team. If you would like to include a family member we would encourage you to book a virtual appointment. Contact your local clinic to book your virtual appointment.

**10. I'm not comfortable with an in-person appointment. Are you offering virtual appointments?**

Yes. To provide the safest experience for you and our health care teams, Lakeland Respiratory is offering virtual appointments. Call us to schedule a virtual appointment. You will be provided with all of the information you will need and instructions on how to set up your call prior to your appointment. Our remote setups will provide you with the same support and guidance as one of our in-person appointments.

**11. I have been booked for a virtual appointment - how do I access my appointment?**

Prior to your appointment, you will receive a call with your appointment date, time and setup instructions. If you have any questions or difficulties setting up your call, our healthcare team is available to assist you. Call the branch office

**12. How can I order supplies?**

Lakeland Respiratory is offering free shipping on orders over \$75 or contactless pick-up of CPAP products and sleep accessories. Call our Customer Care Team to order replacement parts.

**13. Can I come and pick up supplies in-person?**

Yes. We are offering curbside pickup for any supplies that you may require. Please call your local office to place your order and arrange for pickup. If you must come inside the clinic, please be aware of the new safety procedures that have been implemented at our clinics.

**14. Will I receive new CPAP sleep equipment for trial?**

Your health and safety is our highest priority. A new mask, heated hose and water chamber are included in the cost of starting treatment. At the start of treatment, you will also have the option to purchase a new CPAP machine or be provided a loaner machine to help you adapt to the therapy. All loaner equipment is cleaned and disinfected in compliance with strict provincial health and safety standards. Most insurance providers cover a portion or full cost of CPAP treatment.

**Reopening Lakeland Respiratory Clinics for In-Person Appointments**  
**IMPORTANT INFORMATION FOR PATIENTS – June 4, 2020**

Since mid-March, Canadians across the country have made sacrifices to help slow the spread of COVID-19. As a result of our collective efforts, signs are indicating that the curve is starting to flatten nationally. Lakeland Respiratory is proud to be a provider of critical home oxygen and a partner to government health authorities in the fight against COVID-19. Our teams have been on the front lines providing oxygen for patients in need at hospitals, temporary treatment centers, long-term care facilities and at home.

As a designated essential service provider, we also adapted our services by offering virtual appointments, remote oxygen set up and curbside delivery and pick-up. These virtual services are still the safest option for our patients and healthcare teams. As we prepare to re-open our clinics to welcome in-person appointments, we recognize that we are still in the midst of this pandemic and we must continue to be vigilant and apply strict safety measures.

**Taking Steps to Safely Accept In-Person Appointments**

Our clinics reopened on June 1, 2020 and will follow provincial health directives to ensure that strict protective measures are in place to safeguard against the spread of COVID-19. To ensure your safety and that of our healthcare team members, we have adapted our clinics by installing plexiglass shields, signage and floor decals. We have also implemented new clinic procedures for in-person appointments including:

- Pre-screening all patients for COVID-19 prior to accepting in-person appointments.
- Checking temperatures of all patients using contactless forehead infrared thermometers.
- Requiring all Lakeland Respiratory healthcare team members to wear PPE during appointments.
- Requesting patients bring their own mask and put on the mask prior to entering the clinic.
- Providing hand sanitizing stations and following strict hand hygiene protocols.
- Increasing the frequency of sanitization of high-touch areas and surfaces.
- Limiting the number of people inside each clinic at one time and practicing physical distancing protocols.
- Asking patients to wait in their cars or outside the clinic doors until scheduled appointment time.

Please check our website at [Lakeland Respiratory.ca](https://LakelandRespiratory.ca) for full details on our COVID-19 screening process and clinic procedures before booking your in-person appointment.

**Offering Virtual Appointments**

While in-person appointments can be arranged, we encourage patients to take advantage of our new virtual services. Our virtual care appointments are conducted by our accredited team of sleep health professionals who will ensure each patient receives the same patient-centered premium sleep care. Virtual care appointments can be conveniently booked by calling our any one of our branch offices listed below.

Bonnyville, Cold Lake, St. Paul and surrounding areas	780-826-2507
Camrose and surrounding areas	780-672-1522
Vegreville and surrounding areas	780-632-7611 or 1-800-668-5359