

REOPENING MAY 19



We are happy to inform you that we are **REOPENING MAY 19**

Physiotherapy and Massage Therapy will be available at both our Clinics. New Westminster and Surrey locations are

**WELCOMING  
NEW AND EXISTING PATIENTS**

We have taken the necessary steps to ensure everyone's safety against COVID-19 in our clinics. Comprehensive protocols will be implemented on our end and we ask you kindly to do your part as well.

In case you prefer not to come in the clinic, are not feeling well, or need other help, see services offered through Telecare →

BOOK YOUR APPOINTMENT

### NEW WESTMINSTER

237 E Columbia St #103  
New Westminster, BC V3L 3W4, Canada  
Ph: (604) 544-5062  
[info@mountainviewhealth.ca](mailto:info@mountainviewhealth.ca)

### SURREY

7130 120 St #221,  
Surrey, BC V3W 3M8, Canada  
Ph: (604)-572-3321  
[receptionmvhw@gmail.com](mailto:receptionmvhw@gmail.com)

WHEN VISITING THE CLINIC



#### Wash your hands

use soap and water to wash your hands before entering the clinic's waiting room.

#### Wear a Mask

If you wish to wear a mask and don't have one, one can be provided at a \$1.00 fee

#### Use Hand Sanitizers

located at various spots.  
Feel free to use them as much as needed!

#### No Cell Phone Use

If you need to, please do so in the waiting room and make sure to sanitize your hands directly after.

#### No Food / Drinks

Masks cannot be taken off during your visit.

#### Come Alone

Limited people are allowed in the waiting room, therefore come alone and as close to the time of your appointment as possible.

STAY HOME



Stay home when you have a **Fever, Cough, Sore Throat, Headache, are Sneezing,** or are just **not feeling well.**

See how Virtual Care can help you →

VIRTUAL CARE / TELEHEALTH

1. **BOOK** → by phone or email. For Physiotherapy, Massage Therapy, Kinesiology Medical Counselling, Psychology or Occupation Therapy

2. **BEFORE YOUR APPOINTMENT** →  
Email confirmation with instructions will be send

3. **JOINING YOUR APPOINTMENT** →  
A few minutes before the start of your appointment, open your confirmation email and click on → *"I consent, Begin Online Appointment"*

VIRTUAL CARE / TELEHEALTH FAQ

#### HOW WILL I BE BILLED?

In case of an icbc appointment, billing will be done directly. If it is a private appointment, someone from the office will call you to arrange payment over the phone

#### DOES MY HEALTH PROVIDER COVER TELEHEALTH?

Many extended Health Benefit Providers, such as Great West Life, Sun Life and Pacific Blue Cross, cover Telehealth appointments. Call your Health Benefit Provider to inquire about their policy on Telehealth coverage.

#### DOES ICBC COVER TELEHEALTH?

Yes! ICBC just approved Telehealth visits for all active claims for Chiropractic, Physiotherapy and Kinesiology.

#### SUPPORTED BROWSERS AND DEVICES

Best on a computer or laptop using Chrome or Firefox. Android devices work best with Chrome. IOS devices (iPhone, iPad) you will need the Jane Online Appointments app which is available for free in the app store.

#### WILL ANYONE BE ABLE TO RECORD AUDIO, VIDEO OR THE CHAT COMMUNICATION?

No, Video, audio or chat communication cannot be recorded during an Online Appointment session. This approach ensures that this feature remains HIPAA compliant and addresses major privacy concerns around telehealth posed by clinics

**VISIT OUR WEBSITE FOR MORE INFO** →

[www.mountainviewhealth.ca/services/virtual-care](http://www.mountainviewhealth.ca/services/virtual-care)