

What do I need to know before I come to Riley Park Maternity Clinic?

We are committed to providing you safe care and doing our part to decrease the spread of the virus. You will be asked screening questions at multiple times throughout your care by phone/via email and in person. For the safety of our staff, mothers and newborns, please answer our screening questions carefully. We have come up with creative ways to continue wholistic care, even if you are not feeling well.

We are doing our best to decrease the chance of asymptomatic spread (passing on the virus to others even if you don't have any symptoms). Everyone entering the clinic is required to wear a mask. If possible, please bring your own mask. Please do not use a mask with an external filter – these filter the air you intake but do not filter exhaled air. You will be provided with a medical grade mask on arrival and asked to sanitize your hands before and after switching masks. If you are feeling unwell or think you may have been exposed to someone with upper respiratory symptoms, please do the [AHS Self Assessment](#) prior to coming in.

If the self-assessment has asked you to self-isolate, please call us prior to your scheduled appointment. We will contact you for a phone/video visit or organize a clinic visit with appropriate precautions as necessary.

You will receive a call or a secure email (Brightsquid) the day before your appointment to remind you of the COVID pre-screening questions and to provide any additional instructions required for your visit. We encourage all our patients to sign up for a secure email platform called Brightsquid – please watch your email inbox for the invitation and sign up for an account. Your birthdate will be required when signing up.

We are trying to decrease the number of people in the clinic. Please come to your appointment alone. If it is necessary that your support person attends, we need to know in advance. If the attendance is not preapproved, he/she/they will be asked to wait in your vehicle. If the visit is preapproved, they are required to wear a mask and answer the Covid-19 prescreening questions. Unfortunately, children are still **not** allowed in the clinic. Please make other arrangements.

We are asking all patients to sanitize their hands upon arrival. If you are wearing gloves, you will be expected to remove them and use our hand sanitizer.

We are disinfecting surfaces multiple times a day. Rooms are thoroughly cleaned after every patient. Our staff are wearing masks and doing hand hygiene before and after every encounter.

Parking stations are not taking cash, only credit cards.

Remember that we offer free wi-fi which can allow you to video call with others during your office visit. You are also welcome to request a video visit rather than a phone call for any of your prenatal appointments.

What else can you do to help?

We are recommending all maternity patients and their partners **practice strict social isolation starting at the latest at 37 weeks gestation**. The aim is to decrease the risk of exposure for ALL patients and staff on our Labour & Delivery and Post-Partum units at the hospital.

How do I properly quarantine or self-isolate?

The best source of information is the [Alberta Health Services](#) website. You can find information on [how to self isolate](#) here.

Can I get my lab work done at the clinic?

Other than a few exceptions, lab work must be done at Alberta Precision Labs (formerly Calgary Lab Services). They are working hard to provide safe sites to get your bloodwork done. Please check if the lab nearest you is open for business – there have been many closures. If you walk-in to a lab for non-fasting tests, we recommend attending between 10am and 2pm as this seems to be the best time for most labs to serve walk in patients – lower wait times than first thing in the morning or end of day. You can also visit their website at <https://www.albertaprecisionlabs.ca/Page13726.aspx> as it has the most up to date information on locations, hours of operation, and service model (appointment vs walk in or mixed). If you can not get an appointment at a lab, please call the clinic and we will do our best to help you.

Can I book an appointment for Circumcision?

Our circumcision clinic is now open. Please call 403 284-3711 Ext 5 to book an appointment. Only one adult support person can accompany you to your appointment. Please make other arrangements for your children at this time. All patients and support people must arrive wearing a mask/face covering. If you do not have a mask, please let the receptionist know when you arrive.