

# Questions and Answers for Members of the Public care during the COVID-19 Pandemic April 1, 2020

**Q: Why can I not see my Chiroprapist/Podiatrist for foot care?**

**A:** The reason you cannot see your Chiroprapist/Podiatrist for foot care is that your chiroprapist/podiatrist is not allowed to carry out this type of service at this time except where it is an emergency. This is currently the law in Ontario and the College strongly supports the Government's efforts to try and control the spread of the deadly COVID-19 virus.

**Q: I know my Chiroprapist's/Podiatrist's office is closed. Can they come to my home, senior's residence or long-term care facility?**

**A:** No, your Chiroprapist/Podiatrist should not come to your home, senior's residence or long-term care facility to provide you with care. If you believe you need emergency care, contact your Chiroprapist/Podiatrist by phone for advice on what to do.

**Q: What precautions are my Chiroprapist/Podiatrist taking to prevent the spread of COVID-19?**

**A:** Some Chiropracists/Podiatrists have made the difficult decision to close their offices completely in order to slow the spread of COVID-19. Other offices are equipped to see emergency patients. Chiropracists/Podiatrists have directions from the College of Chiropracists of Ontario as to the protective measures they should be implementing at this moment in time to treat patients with emergencies in a safe environment. You can reasonably expect phone screening, locked doors, guidelines for entry and exit and the use of personal protective equipment (PPE) by practitioners and staff. **Please call the office, before attending. The office staff will guide you through the steps that need to be taken and what you need to know before attending..**

**Q: What if I have a foot health emergency?**

**A** If you have a foot health emergency, you should contact your Chiroprapist/Podiatrist and they will direct you accordingly. It is best if you contact your Chiroprapist/Podiatrist in the manner they have suggested (phone, email, etc.) and they will do their best to guide you with their advice. There are some clinics in Ontario providing emergency footcare to patients.

**Q: What is a foot health emergency?**

**A:** A foot health emergency may include but is not limited to sudden onset of pain, increasing signs of infection (redness, swelling, pus, pain), and diabetic foot changes. We do not expect patients to determine for themselves whether they have a foot health emergency. Therefore, if you have a concern that you feel is of an urgent or emergent nature to your foot health, you should contact your Chiropodist/Podiatrist for advice.

**Q: I am having difficulty finding a Chiropodist's/Podiatrist's office that is accepting emergency visits. How do I find one?**

**A:** Some clinics in Ontario are accepting emergency visits. The College is developing a list of practitioners who are open for emergency matters which will be posted on the website at [www.cocoo.on.ca](http://www.cocoo.on.ca) under public information. It is imperative to note in these circumstances that there will be strict screening measures in place, and you should expect that the practitioner and office staff will be utilizing strict Personal Protective Equipment and Infection Control Measures.

**Q: I have been screened by a Chiropodist/Podiatrist for an emergency visit and I am booked to see them tomorrow. Do I have to take special precautions to see my Chiropodist/Podiatrist? i.e. Do I need to wear a mask?**

**A:** These directions will be given to you by the practice staff or the Chiropodist/Podiatrist and will vary individually. Please ensure you wash your hands thoroughly before you leave your home and upon arrival back home.

**Q: What if I am in some pain but don't think my problem is an emergency right now, although I fear it might be one if I don't see my Chiropodist/Podiatrist?**

**A:** We can understand that you may be experiencing fear about your foot health concerns and what it may look like in a few days or weeks. We would strongly encourage you to reach out to your practitioner. Give them a call. Most Chiropodists/Podiatrists can consult with you over the phone and assist you in assessing your current situation.

**Q: I need a new prescription or a prescription refilled. Can my Chiropodist/Podiatrist help me?**

**A:** Yes, most likely. Please contact your practitioner. Chiropodists/Podiatrists may call a prescription into a pharmacy, if they deem it appropriate in the situation. Please have your pharmacy's name and phone number ready so your practitioner may contact your Pharmacy with your prescription details.

**Q: I'd like to pick up my orthotics. I was scheduled to have them fitted to my feet and my appointment was cancelled due to COVID-19. Couldn't I pick them up outside the door or have them shipped to me?**

Custom made foot orthoses (orthotics) are a medical device. As such, Chiropodists/Podiatrists have to follow certain standards of practice with regards to those devices. This includes the necessity to fit the devices directly to your feet and into your shoes. This action would be impossible to carry out due to the Government's directive. Unfortunately, you therefore cannot access your orthotics, or pick them up, at this time.

**Q: How long is it going to be until I can see my Chiropodist/Podiatrist again?**

**A:** We understand that you have uncertainty as to when you will be able to see your Chiropodist/Podiatrist again. Rest assured, they want to see and help you too! Unfortunately, there is no answer for this question. We await the direction of the Premier of Ontario and Public Health officials. As soon as we know we will update our members (Chiropodists/Podiatrists). Until then, please know the College believes that the difficult decisions which have been made to date have been made to protect your health and well-being.