

## **CHANGES & PATIENT ACCOMMODATIONS AVAILABLE IN RESPONSE TO THE COVID-19 CRISIS**

### **Additional Precautions Taken:**

1. Check-In – you will notice that there are no longer stacks of clipboards and pens at the check-in counter. Each patient will individually be given a pen and check-in forms to complete upon their arrival. This will allow us to make sure that each pen\clipboard is properly sanitized before the next patient's use.
2. Please Wash\Sanitize Your Hands Prior to Treatment – upon arrival, we ask that all patients either wash or sanitize their hands prior to beginning therapy. There will be hand sanitizer available at check-in as well as anti-microbial soap in the restroom.
3. Temperature Assessment – we will be taking the temperature of all patient's before they enter the treatment area. All staff will also have their temperature taken prior to starting their shift.
4. Patient Interaction – clinical staff that make contact with patients during their visit will wash & or sanitize their hands prior to interacting with the next patient. Non-latex exam gloves are available for use should you request that your provider wear them during your interaction.
5. Equipment Sanitization – as we have always done, all equipment utilized by patients during their visit will be sanitized with hospital strength sanitizing wipes. All equipment will be sanitized again at the beginning and end of each shift by our staff.
6. Self Service Beverages & Snacks – we know you love the coffee/tea/water station and the treats that are usually available as well, but out of an abundance of caution, we will temporarily suspend this service. Sorry! 😞
7. Social Distancing & Capacity – with the exception of when inherently necessary, the doctors and staff will interact with patients from a distance of at least 6 feet. The total number of persons allowed in the clinic, including staff, will be limited to no more than 10.
8. Alternative Therapy Techniques – to minimize incidental contamination concerns, the doctor will be performing adjustments on patients with the patient in the face down position only, unless it is clinically contraindicated for them to do so.
9. Patient Surveys – we will be asking patients to complete a survey on each visit that identifies whether they may have any of the risk factors associated with the virus. If the patient indicates that they may be a risk, the patient will be rescheduled as clinically indicated.
10. Plexiglass barriers have been installed at the reception counters. These “sneeze guards” enable our staff to communicate with patients as well as to exchange documents and products with an extra measure of safety.
11. Social Distancing signage – large decals will be placed on the floors in areas of potentially higher foot traffic to remind patients and visitors to be conscious of maintaining a safe distance from others.
12. Beginning Monday, June 22, 2020, ALL patients and visitors must wear a mask or other face covering when inside the clinic. Patients are encouraged to bring their own mask with them to their appointments. If you do not have a mask, the office will supply you with a reusable cloth mask that we will store for you in a sanitary fashion to be used on future visits.
13. Effective Monday, June 22, 2020, anyone accompanying a patient to the office who is not also a patient will be asked to wait in the parking lot inside their car. Exceptions will be made for visits involving a consultation with a doctor where the patient desires to have a significant other, spouse, or parent present to share in the information, for parents\guardians accompanying minor children, and for patients requiring a third party to assist in mobility or provide language interpretation services.

**Updated 06.22.2020**

**Additional Accommodations:**

1. Check-In – if you prefer to wait in your car until the doctor is ready to see you, please call us when you arrive and we will either call or text you when we are ready to see you.
2. More Available Appointment Times – if you prefer to be seen during a private appointment time due to concerns about your susceptibility to infection from an unrelated health issue, please let us know and we can accommodate a limited number of these appointments on a first come, first served basis.
3. Gloves Available – if desired, we will provide non-latex exam gloves for patients to use to cover their hands while in the office. Glove dispensers are mounted on the walls throughout the clinic at eye level.
4. Telemedicine Visits – for out patients that do not feel comfortable coming into the clinic, we will be offering telemedicine visits through a variety of mobile device friendly apps so that the patient can check-in with their doctor to keep them abreast of their condition as well as receive any self-care recommendations the doctor feels may be helpful. See separate handout for details.

**TIPS:**

1. Continuing with your recommended treatment plan will not only help to heal your injuries but also reduce the stress on your body overall which makes you stronger and better prepared to fight off infection.
2. Continuing your treatment plan will help you to sleep better at night. Proper amounts of sleep are key to both getting AND staying healthy!
3. Unless you have symptoms consistent with COVID-19 or check yes to any of the questions on the survey mentioned above, we strongly encourage you to continue with your recommended treatment plan while using common sense techniques to protect yourself between visits.