

# PROTOCOLS-How We Protect Each Other

## What We Ask of Our Patients:

1. To ensure that everyone is safe, we ask that patients do not come to the clinic with ANY of the following **NEW SYMPTOMS** (that are not related to an ongoing health condition):

COUGH	SHORTNESS OF BREATH
FEVER OR CHILLS	SORE THROAT/NASAL CONGESTION
FATIGUE	LOSS OF TASTE OR SMELL
MUSCLE ACHES	DIARRHEA

We reserve the right to screen patients with a touch-less **thermometer** if symptoms are present.

2. Face masks **covering** the nose and mouth are mandated **during the entire clinic visit**. The clinic will have a small supply of masks if you forget yours.

3. The clinic will be using **disposable sheets and pillowcases** for the time being. If you wish to have a blanket or eye pillow during your treatment, please bring your own in a bag into the treatment room, and take it with you when you leave.

4. Please **schedule and pay for your appointments online** or **keep a credit card on file on the secure online system, if you are able**. Feel free to email/call us if you cannot access the online system. If you prefer to pay by cash or check or are unable to access the online system, please let us know and we'll take your payment before your treatment. Have your written check ready or the exact cash amount. You may **purchase packages online**.

5. **All patients are required to wash their hands** in the bathroom upon arrival. Hand sanitizers are now available (wall-

mounted) outside the bathrooms, in the treatment room, office and waiting room.

6. **Waiting Room Use:** We request that **patients come alone to appointments** unless a companion (wearing a mask and remaining in the waiting room) is needed for health and safety reasons. The Waiting Room will be opened but should be used minimally.

7. **Intakes:** We are still planning to do brief in-person intakes with current patients in the office before treatments. A specific protocol for new clients will be issued separately.

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## New Practitioner Protocols:

1. Practitioners will be wearing freshly laundered **scrubs** for each shift at the clinic.

2. Practitioners will be wearing KN95 **masks** throughout their shift.

3. **Treatment Room and Social Distancing:** The treatment room has been reorganized to ensure that all patients are at least 6 feet away from each other. It is divided in half, with each patient having the option to choose a table or recliner. We will have an extra recliner available for special circumstances. There will usually be no more than two patients in the treatment room at one time.

4. **Paper sheets and pillowcases** will be changed for each patient. (This is an experiment and the format may change with time)

5. Practitioners will **sterilize their hands** with (at least 70%) alcohol-based hand sanitizer **before and after needling** a patient. Practitioners will not be wearing gloves during treatment as this makes it extremely difficult to correctly find the point location. **Gloves will be used** during all **disinfecting and cleaning procedures**.

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## Cleaning and Disinfecting Procedures in Place:

Tables and recliners will be cleaned between each patient. Paper sheets and pillowcases will be disposed of properly.

**Frequent touch surfaces** (door knobs, bathroom surfaces, bathroom keys, water cooler, computer, etc.) will be wiped down with a disinfectant, regularly throughout the day.

Additional appliances have been purchased to **enhance air quality**, including an air purifier and a dehumidifier.

Clinic **floors** are being cleaned more frequently.

The **bannisters** in the stairwells and front door handles are being disinfected twice a day by the building management.

All decorative items have been removed from the treatment room, the intake room and the waiting room to minimize exposure (books, magazines, teas, cards, etc.).

## BATHROOMS

**Hand Sanitizer dispensers** have been installed by the landlord outside of the bathrooms on both the second and third floors.

**Touch-less liquid soap dispensers** are now in both bathrooms on the third floor.

**High touch surfaces**, including door knobs, keys, sink faucets, etc, are being frequently wiped down with disinfectant.

**Paper Towels** will be made available and a basket will be provided outside the bathroom for disposal.