

# **Amy Jao, Licensed Acupuncturist - Policies and Procedures (COVID-19)**

Updated 1/3/2021 (subject to change with notification)

**In accordance with local and state authority**, I am now available to care for patients to provide medically necessary and therapeutic services. In order to maintain the safest possible environment for both patients and practitioners there are several new office protocols that will be implemented at Atlantic Wellness Center.

**Existing patients and new patients** are welcome to come in for treatment as long as

1. **They are free of any signs and symptoms of COVID-19 illness**
2. **Read and follow the guidelines stated below**
3. **Read and sign electronically the COVID-19 Informed Consent to Treatment**

## **Patient Guidelines - What to Expect**

### **Screening Procedures**

- I will not be treating any known or suspected cases of COVID-19 in the office. Please **DO NOT** come to your appointment if you, or a member of your household, have or have had, cold or flu symptoms in the past **14 days**, have traveled recently, have any symptoms associated with COVID-19, or have had contact with someone COVID-19 positive. Instead, email or call to reschedule your appointment and contact your PCP immediately. You will incur no cancellation fees due to any rescheduling as a result of your health conditions.
- You will be receiving an automated email 24 hours prior to your appointment with a link to an online COVID-19 screening form to determine your for risk of exposure or any symptoms that may be indicative of COVID-19. The questions will include:
  - I. **Have you had close contact with a known individual with COVID-19?**
  - II. **Do you have any symptoms related to COVID-19?**
  - III. **Have you traveled in the past 14 days?**
- I will **require** that this form is filled out and that you are symptom free to reserve your appointment.
- On the day of your appointment I will greet you at the office door and again verbally confirm that you are symptom-free and do a quick temperature check with a touch-less forehead thermometer before you enter the office. If you register a temperature of 100.4 degrees or higher we will need to reschedule your appointment.

## "Car to Table" Protocol

- In order to keep everyone safe and minimize contact I ask you to **wait in your car when you arrive for your appointment**. Please text (or call) me at **978.768.8740** to let me know that you are here, and I will respond when "the coast is clear" and I can bring you directly into your treatment room. (\*\*please note that this is the **only** circumstance I prefer text correspondence...for scheduling and general questions please email me at [amyjao@me.com](mailto:amyjao@me.com) or call/leave voicemail at the office line at 978.768.8740)
- The waiting room will be **bypassed completed** and all patients will enter and exit the office via the **back entrance** (pass the main door to office and follow corridor around the corner to find this private entrance to the clinic). You can still enter the building itself from the normal front entrance...this change pertains to the office entrance in the hallway.
- I ask that you do not bring anyone else with you to your appointment (parent/guardians of minors and individuals who need assistance getting up the stairs to the office are the exception) and please do not bring unnecessary items into the office with you. The fewer items you have the less likely we will have any issues with contamination.
- If by unlikely chance there is another individual in the common area, please be sure to practice social distancing (6 feet).

## Hand Hygiene

- All patients are required to wash their hands **PRIOR** to entering the office. Please use the restroom in the hallway to do so, and remember to use a paper towel to turn doorknobs when exiting the restroom so as to not contaminate clean hands.
- There will be hand sanitizer available in the common area and treatment rooms as well, but I still ask that you hand wash with soap and water **before** entering the office.

## Facial Coverings

- All patients will be **REQUIRED** to wear a face covering of some kind to enter the building and the entire time they are in the office, for the duration of the treatment. I ask that you bring your own, as I do not have access to enough PPE to give masks to patients. All practitioners and staff will be wearing a mask at all times.

## Scheduling Appointments & Payment

- After you receive your treatment, follow-up appointments will be scheduled **prior** to patients leaving treatment rooms. In order to expedite check out and time spent in the office, scheduling appointments in advance via email/phone is preferred, but not required.
- It is recommended that payment transactions be as close to contactless as possible. **Venmo** is the simplest method and preferred form of payment. (My Venmo user name is **@Amy-JaoAcu** and the setting is Private for all transactions). Contactless payment is also available for "Tap & Pay" credit cards, Apple Pay, Samsung Pay, Google Pay, and PayPal app QR codes. I will still be accepting standard credit card/FSA debit card payments, but you will not be required to sign iPad for transaction to be completed. If paying by cash or check please just

leave payment on table in treatment room, and please bring exact change if possible & your own pen to write with (or write check ahead of time).

### **Enhanced Cleaning and other measures for Patient Safety**

- In addition to our standard cleaning procedures, we have implemented rigorous cleaning protocols in compliance with state and CDC guidelines to ensure patient and staff safety.
- Treatment tables, treatment equipment and all high-touch surfaces will be disinfected between each patient with an EPA approved disinfectant.
- Regular cleaning of all common-space surfaces including water cooler, door knobs, hand sanitizer bottles, light switches, tables/countertops etc.
- Air purifiers will be running in treatment rooms 24 hours a day.
- Please understand that the restrooms are public to the building and that cleaning and maintenance is under the care of the building owner, not Atlantic Wellness Center. Please take precaution knowing this information.
- Despite our being excited to see each other, guidelines recommend that talking and socializing be kept to a minimum sadly. Since COVID-19 is spread through respiratory droplets, increased/prolonged talking can put both patient and practitioner at higher risk even if we are wearing masks since we will be less than 6 feet apart. I ask that we focus our conversation on your health and symptoms to address your needs and promote your well-being.
- All appointments will be staggered as usual between the two treatment rooms, so you will not be in contact with any other patients when coming in. Additionally, there will be at least a 30 minute break between each treatment room turnover to allow for proper disinfecting and airing out of the space before a new patient enters.
- All practitioners and staff will be screened for fever and symptoms daily. In the event that anyone in the office experiences any symptoms of respiratory illness, the office will be disinfected, all patients who have been in 14 days prior will be notified, and the practitioner will self-quarantine for 14 days before re-opening.

### **THANK YOU FOR YOUR HELP AND COOPERATION TO KEEP EVERYONE IN OUR COMMUNITY SAFE!!**

#### **References for Guidance & Resources:**

General Information on the Coronavirus (COVID-19): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Healthcare Professionals: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/>

American Society of Acupuncture Resources: <https://www.asacu.org/>