

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

Updated 9/1/2022 (subject to change with notification)

In accordance with local and state authority, I am 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. Have had no known exposures to Covid positive person(s) in the last 10 days**
- 3. Read and follow the guidelines stated below**
- 4. 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 **10 days**, or have any symptoms associated with COVID-19. Instead, email or call to reschedule your appointment. You will incur no cancellation fees due to any rescheduling as a result of your health conditions.

Appointment Arrival & Waiting Room Protocol

- The waiting room will now be open and available to all patients. **MASKS WILL BE REQUIRED TO SIT IN THE WAITING ROOM.**
- If you prefer to wait in your car or in the hallway "waiting area" utilized prior to re-opening of the waiting room you are welcome to do so. Please text (or call) me at **978.768.8740** to let me know that you are not in the waiting room so I know you've arrive.
- Just as a reminder, I ask that patients put their cell phones on silent when in waiting room and also step outside in the hallway if you need to take a call. It is a courtesy to clients in the treatment rooms to keep the space as quiet as possible.

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 waiting room and treatment rooms as well, but I still ask that you hand wash with soap and water **before** entering the office.

Facial Coverings

- **Masks remain mandated in all health and medical offices.** All patients will be **REQUIRED** to wear a face covering the entire time they are in the office, for the duration of the treatment, regardless of vaccination status. I ask that you bring your own, as I do not have enough on hand to give masks to every patient. 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.** Patients can also schedule appointments online through the patient portal, or email/text me directly at a later date if preferable.
- 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 and waiting room 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.
- All practitioners and staff will be screened for symptoms daily.

- In the event that any practitioner in the office develops symptoms of respiratory illness or tests positive for Covid, the office will be disinfected and all patients who have been potentially exposed in the 5 days prior will be notified. The practitioner will self-quarantine for 10 days (from onset of symptoms or positive covid test day) before returning to the office.

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

References for Guidance & Resources:

Massachusetts Dept. of Public Health <https://www.mass.gov/covid-19-updates-and-information>

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/>