

## NEW OFFICE PROTOCOL

All appointment will be **45 min long** to allow ample cleaning time and to help stagger appointments with other office providers.

I will be following all **NEW GUIDELINES** set forth by the CDC and OHA in accordance with the most recent Executive Order 20-22 from Kate Brown. Most of them pertain the sanitizing and disinfecting and the workflow of the office, but we will also be adhering to the social distancing guidelines, wearing masks during treatment and pre-screening questionnaire. There is no online scheduling available as of yet, so please feel free to contact me (515) 491-6927, or email me at [spinedoc32@hotmail.com](mailto:spinedoc32@hotmail.com).

### Our **SANITATION** and **DISINFECTING PROTOCOLS**-

- All touchpoints will be cleaned before and after every appointment with an approved EPA disinfectant- this includes all door handles, reception desk, keyboards, square reader, table, equipment, and any other surface in the treatment and waiting rooms.
- Payments will be from square chip reader, and I will do the signature for you. You may also choose to do cash or check, there will be a basket available to put them in, as to reduce the contact. If you wish I can send a square invoice to you via email, and you can pay for your appointment online.
- There will be sanitizer wipes in the lobby area and sanitizer in the treatment room for you to use as you feel necessary
- I have removed the pillow that I used previously and continue to have the additional face cradle available. Paper barriers on the cradle will continue, as well as wiping down the machines (myofascial and adjusting tool) and the table in between visits.
- I will be wearing a mask during the whole visit. I may or may not be wearing gloves during the appointment. I will be using sanitizer as necessary throughout the visit or using gloves, in order to increase your comfort.

In addition to the above, **I will be emailing you a quick screening questionnaire at least 24 hours prior to your appointment. Please RESPOND to it, you will not be able to have your appointment without your response.** Response is requested **at least 2 hours PRIOR to YOUR** appointment, so I don't have to chase the info. You will be asked the following-

1. Have you been in contact with anyone who has been sick in the last 2 weeks?
2. Have you traveled out of the state in the last 4 weeks?
3. Do you have any of the following symptoms: fever, sore throat, "tickly" throat, nausea, cough, shortness of breath, headache, loss of smell?

If you answer “yes” to any of these, you will be contacted for additional questioning, so we can determine if appointment is best rescheduled. You will not be charged a cancellation fee, but we do ask you be as honest as possible to keep everyone safe and healthy. If anything in your health changes between the time you scheduled your appointment and the actual time of your appointment, please notify me as soon as possible, so we can determine if we need to reschedule. You will not be charged a cancellation fee if this occurs.

Upon your **ARRIVAL TO THE CLINIC-**

- **PLEASE DO NOT COME EARLY** for your appointment, we ask that you stay in your car until I text or call you in for your appointment. This will reduce time in the waiting room.
- I will be taking your temperature when you enter the office. If you have a temperature of 100.3 degrees Fahrenheit or above you will be asked to reschedule your appointment (with no cancellation fee) and sent home at that time.
- **PLEASE DO NOT bring extra people with you to your appointment, unless you need to.** They will be responsible for answering the same 3 questions as the patient and will need to follow the same guidelines.
- **PLEASE wear your mask, either cloth or surgical, for the whole time of your appointment.** If you do not want to wear a mask I will **NOT SEE YOU**. I have disposable masks for those of you who do not have a mask. Please let me know ahead of time that you will need a mask, so I can arrange for you to put it on at the door when you arrive.
- Please use the sanitizing wipes or sanitizer in the waiting room as desired. If you use the bathroom, please also use the sanitizing wipes on the water fountain for the door handles of the restroom and the door leading to the restroom, before you enter/re-enter the office space.
- Continue to practice good social distancing practices in and out of the clinic.

Thank you for understanding, and your willingness to work with me and these guidelines. I know it is a lot, a whole new world for all of us. I have missed working with you all so much, and I look forward to being able to continue to help you, even if there are a few more steps to making that happen.

For those of you who still do not feel that you are ready to meet face to face, I am still available for virtual consultations.