

## **What will you do to minimize exposure and keep patient and provider safe when treating in the clinic?**

- Patient will **fill out all their forms ONLINE** before their appointment. Established patients - New patients
- Patient who do not already have a valid credit card on file will fill out our Credit Card Authorization Form **ONLINE** before their appointment or call ahead to give us their credit card information over the phone.
- If paying with check, patient will bring their **check already completed or bring their own pen**
- Patient cannot bring **MORE** than a purse. There is no space to store any items larger than a purse. If possible leave everything in your car and come in with nothing but your keys, only if it is possible.
- The beds will have disposable plastic bed sheets beneath the linens.
- I will be sanitizing the rooms after every patient. I will be washing my hands, using hand sanitizer and bleach wipes after every patient.
- Patient will not touch anything while at the clinic. I will open and close doors.
- There will not be the usual in-depth palpation or touching during treatment. I will administer sterile, low touch acupuncture with the disposable guide tubes.

## **What will I, the patient, be asked to do when I come in for treatment?**

**#1 IF YOU RECENTLY HAVE HAD OR HAVE A FEVER, ARE SICK WITH FLU LIKE OR COLD SYMPTOMS OR HAVE RECENTLY BEEN IN CONTACT WITH SOMEONE SICK OR HAVE NOT BEEN PRACTICING SAFE SOCIAL DISTANCING. PLEASE DO NOT COME FOR YOUR APPOINTMENT, I WILL ALLOW RESCHEDULING WITHOUT CANCELLATION FEES. I UNDERSTAND THE DIFFICULT SITUATION WE ALL ARE IN.**

- Please arrive with a face covering or face mask before entering the building and await screening for fever on the main level.
- Stand near the door I bring you back through at your scheduled appointment time, not much before and no later than 10 minutes after or I will not be able to see you.
- If you have your own hand sanitizer or see some next to the call button, use it and then push the call button. Otherwise wait for me to come get you at your scheduled time.
- Despite having on a mask, please adhere to cough etiquette and hand hygiene. [LINK](#)
- Be prepared to answer questions about new onset of COVID-19 symptoms when I meet you at the door.
  - If you have had any symptoms of fever, cough, shortness of breath, sore throat, fatigue, headaches, muscle aches, congestion, chest tightness, poor appetite, leg swelling, or lack of taste or smell. taste or smell. PLEASE DO NOT COME TO YOUR APPOINTMENT. We will reschedule with no late fee charge
- When I come to greet you I will have you replace your facial mask with one of my own and apply hand sanitizer again. I too will have on a mask. This will seem strange and impersonal but will not be forever, we will get through this :)
- Please wear clothing with short sleeves and legs so as to allow for no disrobing. If your sleeves or pant legs are long I will need you to pull up your own sleeves/pant legs.
- Treatment room doors to remain ajar to allow for greater air movement and remove the need for patients to use touch the door handle when exiting the treatment rooms.
- Collections and rescheduling will occur at end of treatment and will take place outside of Michelle's office.
  - Cash and checks will be placed directly in a box.

- I will not be exchanging cash for change so please bring the exact amount of your copay or Time of Service fees.
- If you are writing a check, please bring your own pen to your appointment.
- If you need herbs, please inform me ahead of your appointment so I can tell you ahead of time what your total will be.
- Credit cards will be accepted, with the typical 3% fee, but I will manually enter those cards using the information provided on your Credit Card Authorization Form.