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## COVID-19 Policy/Guidelines:

This policy is pulled directly from the section of the "Tennessee Pledge" for close contact businesses. I greatly appreciate your patience and understanding during these uncertain times and in navigating the new normal. I am doing my best to keep us all safe and I ask that you please respect the health and safety of the community and follow these policies. Please know that I understand any potential reservations or perceived inconveniences you may have in regard to these policies. *Thank you!*

## Guidelines:

**\*\*\*\*\* Due to the nature of close contact personal services, an abundance of caution is being exercised to mitigate or prevent exposure to COVID-19. Persons who are more vulnerable or at-risk for COVID-19 as identified by the CDC — including those who are over the age of 65 or those who have severe underlying medical conditions — should take extra precaution or refrain from using close contact personal services during Phase 1 of re-opening.**

## Safeguarding Guidance

- **There will not be any self-serve beverages.** Please provide your own water
- **Patients and Practitioners should wear a face mask** at all times while in the premises (not N-95 or medical masks, which should be reserved for healthcare workers) and as recommended by the CDC and executive order of the governor.
- **Patients will be screened for illness** upon their entry into the premises. If you answer yes to any of the questions below on the day of your appointment I ask that you please cancel your appointment and seek medical help. You will not be charged any late fees. All practitioners at the Acupuncture Center will be answering these same questions each day as well as recording temperatures.
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours (above 100.4)?

- Have you had a new loss of taste or smell?

## Business Process Adaptations

- The Acupuncture Center and I will do our best to **practice social distancing** and ask that patients arrive on time for their appointment and **wait in their vehicle instead of coming into the waiting room**. I will come get you at your vehicle. We also ask that patients come alone to their appointment unless accompanying a minor. If you have a driver they will need to wait in the car or elsewhere off premises. **If you need help entering the clinic, please let me know and I will assist you.**
- Congregating in the hallways or waiting room is prohibited
- Patients and guardians are asked to **wash hands with soap and water immediately upon arriving for their appointment**.
- **Pre-treatment chat time will be done with patient on the treatment table** to minimize touching of furniture. Please either sit or lay down on the table - however you are most comfortable. It will be ready for you.
- **Please wear comfortable, loose clothing and limit jewelry, personal belongings**. There will be a designated area for these items.
- I will ensure **thorough treatment room and equipment disinfection** after each patient (i.e. sanitize all equipment, instruments, linens, chairs and work area).
- I will implement **enhanced sanitization of commonly touched surfaces and equipment** (i.e., at least every two hours and when visibly soiled), using CDC recommended sanitizers and disinfecting protocols
- If paying with a credit card you will not sign for the charge and if paying with cash please bring correct change and fill out your check before entering the clinic
- **Hand sanitizer** will be available in multiple locations throughout the clinic
- **Daily deep cleaning and sanitization** will be completed for high-touch areas
- **Appropriate temperatures will be used for washers and dryers** to ensure thorough sanitization of towels, linens, etc.
- **We will open windows and doors** where possible to increase ventilation
- **I will plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)