



## COVID CLINIC RELATED FAQs

- **Will the clinic have to close again?**
  - We are doing everything in our power to avoid another closure. At this time the only reason we would see the clinic having to close for a period of time is if a staff member contracts COVID or if they found out they had been in contact with someone who had COVID. As a clinic we are thoroughly questioning clients who have travelled or participated in activities that increased their exposure. If we feel they were at a higher risk of exposure we are waiting two weeks to see them for their next treatment. It is critical that all of our clients contact us 1-2 days prior to their scheduled session to discuss their recent activities.
- **Are the therapists putting themselves at risk outside of the clinic?**
  - Our therapists are being extra cautious with their activities outside of the clinic and following the same requirements that we ask of our clients. Therapists are wearing masks, socially distancing, and doing activities that are deemed low exposure.
- **When will the clinic lift their mask requirement?**
  - Our mask requirement will be in effect until we see a drastic decrease in the COVID numbers. We are in close contact with our clients for an extended length of time, so it is critical that we do everything possible to decrease exposure. This requirement keeps our clinic safe for all of our clients, even our high risk clients, to receive the care they need.
- **I went out to a restaurant for dinner can I come in for my session?**
  - As the colder weather arrives people won't have the option for outdoor dining so it is very important that anyone eating in a restaurant contact us so we can discuss the environment and level of exposure to determine if an in person session is appropriate.
- **My family is going on a vacation. How long before I can come in for a session?**
  - We understand that many people need to go on a vacation and we want you to do this. If someone has travelled by train or airplane we will schedule a treatment at least two weeks after the date of return. If you have travelled by car we want you to contact us so we can discuss your trip and the level of exposure to determine if an in person session is appropriate.
- **Is it OK to come into the clinic for treatment if I have been to a gathering (family, friends and work)?**
  - Family and friends are so important to all of us. If you have attended a gathering (especially greater than 10 people) we want you to contact us so we can discuss the environment and level of exposure to determine if an in person session is appropriate. We will be finding out if you were able to maintain social distancing and your level of exposure.

- **I have a family member or friend who came to visit from another state; can I come in for treatment?**
  - If your guest travelled by train or airplane we will be asking for you to wait two weeks from their departure to resume treatments. We also ask that if you had a house guest that you contact us so we can ask questions to determine your level of exposure.
- **My kid has come home from college for a visit; can I come in for my appointment?**
  - COVID related cases are on the rise in college age kids. If you have had a college kid come home, even for the weekend, please contact the office so we can ask additional questions to determine your level of exposure.

During this time it is even more important for all of our clients to be completely honest with us. By doing this we are doing everything we can to keep providing a safe clinic for all of our clients, including our high risk clients to receive treatment. Most of our clients struggle with chronic pain and many of them have debilitating pain that limits their ability to live a joyful and happy life. When our clinic closed at the end of March these clients had dire impacts and their pain spiraled out of control. We don't want this to happen again and appreciate you working with us.

Thank you for taking the extra time to contact our clinic prior to your appointment. Please stay safe and we look forward to continuing to provide you care.