

New Processes: SUMMARY

Yellow = updated since August 2020

- ♥ As our knowledge and wisdom grows, we'll adapt together. With care and humor! As things change, if policies and processes need to change, I will actively reach out to let you know.
- ♥ Stress relief, supportive nutrition and a bolstered immune system matter. We all need more buffer, greater health and wellness reserves than ever.
- ♥ We will each take more precautions by covering our faces, washing hands more frequently, keeping contact to a minimum.
- ♥ I will clean more.
- ♥ Telehealth and open-air appointments are now available and will be ongoing.
- ♥ Prescreening happens before each visit.
- ♥ If you are at greater risk of serious illness, please don't come to your session.
- ♥ If either of us have even mild symptoms, we will cancel our appointments. We'll communicate to each other if we experience after we see each other.
- ♥ Wellness and maintenance are important, but risk may outweigh benefits. We'll assess each session if it is appropriate for you to come.
- ♥ We'll get creative to help you stay healthy and well!

New Processes: All the DETAILS

- ♥ All clients, existing and new, will be asked to read and sign a new waiver prior to our next visit. It includes new language about telehealth procedures.
 - ♥ You will be asked to review Screening questions* at time of appointment reminder (usually two days prior to appointment) and upon arrival at the appointment if in-person.
 - ♥ As per existing policy, I reserve the right to cancel an appointment at any time if I deem that it would not be safe for you, me, or others in my practice. I expect, as usual, that you will cancel for the same reason.
1. Consider COMING. Addressing physical concerns and having routine maintenance practices and therapies can help prevent further pain and injury, bolster our health, and promote overall wellness. There is growing evidence that investing in our whole health also reduces health care spending and unnecessary visits to urgent and emergency care. I am happy to be re-introducing in-person appointments for just this reason!
 2. Consider NOT COMING. It is also currently wise to limit our person-to-person contact for your (and my and other clients') health and wellness. Some of the scenarios listed below are not negotiable. Cancel if you:
 - a. Are managing your issues, pain, and overall health well. Or consider spacing out appointments and focusing on self-care even more.
 - b. Are contagious with ANYthing, as always. Generally, with sickness and inclement weather, I waive late cancellation fees.

- c. Have symptoms that put you at high risk of hospitalization should you contract the SARS – CoV – 2 virus. These include
 - i. Diabetes
 - ii. Respiratory issues such as asthma, COPD
 - iii. Heart health issues
 - iv. Immunosuppressed status
 - v. See full list below in the “Screening” section.

More information for those at higher risk for severe illness:

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

- d. Have been in proximity to someone with symptoms of (confirmed or suspected) or positive test for COVID-19 in the past two weeks.
 - i. If you think you may have been exposed to someone who has COVID-19: <https://publichealthmdc.com/coronavirus/what-to-do-if-you-are-sick-or-possibly-exposed>
- e. Have COVID – 19 symptoms or positive test currently or any time within the past 14 days.

3. If you have traveled or been part of a social gathering recently, *let's talk by phone or video before your appointment.*

4. OPTIONS to In-Person Appointments:

- a. *Telehealth* – video or telephone appointments. I will continue to offer these moving forward. See below for details.
- b. *Outdoor/open air appointments.* We may be able to find a place to meet out of doors that suits your goals and is safe! This will not include table work, but may include a massage chair, if needed.
- c. *Pre-recorded video instruction.*
- d. *Recommendations/referral* to other materials or providers as needed.

5. Specific changes I have made:

- a. Low touch environment
 - i. Removal of all shared and non-critical items such as handouts
 - ii. If I ask you to try an exercise that requires using an object, I will only offer you one which has been disinfected (ball, weights, etc.) and/or is single-use for you to take home with you (resistance bands, etc.).
- b. More washables
 - i. Blankets washed after every use with the always single-use linens (face cradle cover, sheets)
 - ii. Washable paper towels and laundry basket will be available in the bathroom for hygienic hand washing. I will place several towels out for each person. There is a convenient bin for you to discard them into

after use. Those will be placed in the laundry basket after each person, and new towels will be placed out for the next person.

- c. More wipeables
 - i. Pillowcase covers
 - ii. Table/Thai mat cover (allows simultaneous use of pad and heating pad)
 - iii. All chairs and stools used by you and me will be wipeable. There will no longer be fabric surfaces in the therapy space, except a few rugs.
 - iv. Any items used during the session will be disinfected immediately after your session and held in an easily wipeable container for convenience.
 - v. All pens used by you and I will be disinfected between sessions. Please consider bringing your own pens, also.
 - vi. Bathroom rugs have been removed for ease of wiping the floor.
 - vii. Exercise mats for the office space, for any floor exercises

- d. Cleaning
 - i. Bambooe® washable paper towels for lots more safety in the restroom and for cleaning without the waste.
 - ii. Lots and lots of isopropyl alcohol. This will be my cleaner of choice, as it is an effective disinfectant, [approved by the EPA](#) for use with SARS – CoV – 2 (the virus causing COVID-19) while being relatively environmentally friendly with 100% known ingredients.
 - iii. I will be wiping high – touch surfaces before and after your visit with disinfectant. These include bathroom sink handles, toilet handle, toilet seat, doorknobs, railings, light switches, pens, etc.
 - iv. I will be cleaning and disinfecting thoroughly at the end of each day, including bathroom, floor, tables. I will disinfect again in the morning prior to the start of business.

- e. Money handling
 - a. I accept cash (exact amount appreciated) and checks at this time, which incur no fees and I thank you for paying by this method!
 - b. If cards are the best way for you to pay, I also have that ability.
 - c. I also continue to accept Medicare.
 - d. If you have other insurance, I can provide a special receipt after payment that you may submit to your insurance company for potential reimbursement.

f. Laundry

- i. I will transfer laundry directly from the therapy space and bathroom to the washing machine or an enclosed, wipeable container after each session.
- ii. If laundry needs to be held outside of the machine, I will hold it in a dedicated, closed and wipeable container.
- iii. Laundry will not be allowed to sit overnight but will be completed each day (as usual).
- iv. I will sanitize the laundry area – wiping the machines and any door handles as well as detergent containers and laundry basket - at the end of the laundry session each day.

g. Face Coverings

- i. I will wear one of the following, and require you do the same. You may wear your own, or you may obtain one from me for a suggested donation. I will have these items in stock:
 1. N95 mask or KN95 mask (based on availability)
 2. Surgical mask with mask fitter (to better seal)

h. Other protections

- i. I have tons of gloves and finger cots for use as needed.
- ii. An air purifier will run during and between sessions.
- iii. Workout mats to cushion the floor (much-needed!) have an easy-to-clean surface for you to work upon.
- iv. I will not be sharing snacks or food. Nor will I be offering water. Please bring water in your own container.
- v. Props will be wiped. You are encouraged to bring your own to sessions if you have them (e.g., scoliosis, balls for treatment, other fitness). As always I can help you acquire self-treatment tools as needed.
- vi. An electric heating pad with a washable cover or microwaveable heating pad with wipeable pillowcase will be used for any location-specific thermal treatments needed. I will continue to use wipeable cold packs as needed. Each will be sanitized before and after use.

- i. Lubricant – will continue to be dispensed by me, only, with washable scoop or squeeze tube.

j. Documents and HIPAA compliance

- i. I have updated my Waiver to reflect telehealth. I will ask you to sign this updated Waiver prior to our next session.
- ii. The telehealth application I have chosen is HIPAA compliant, with a signed Business Associate Agreement (BAA).

- iii. I have registered for G Suite (offering of Google), which also provides HIPAA compliant ways for us to virtually share documents, photos and videos, and even calendar or email if needed.

- k. Signage – I'll have signs up as reminders to all of us to help us form these new habits. Handwashing, Symptoms of COVID-19, my policies and procedures, proper use of face covering, etc.

- l. Training – I hope to use our time together to help you practice hands-free travel through the world (safely) – merging P.T. with infection control! See [my YouTube channel](#) and "[Exercises & Self-Care](#)" page on my website for content! Have ideas? Please share!

- m. Inventory – On occasion I carry inventory for convenience that you may purchase (Flax Sacks, eye pillows, walking poles, joint supports, etc.). These will still be available but kept in cabinets.

Me:

1. I plan to stay well so that I may continue to work with you safely!
2. I will take my temperature daily and monitor for COVID-19 symptoms*.
3. I will continue to practice universal precautions, assuming that all people may be infectious, even when they or I do not think they are.
4. I will wear a 2-ply face covering at all times while in the office and while you are in the office and while handling laundry.
5. Limit my exposure in the community by choosing to not go to places that may be open by law, like movie theatres, etc.
6. I have gotten **several antibody tests** for the coronavirus. **They have all been negative.**
7. I will SCHEDULE during periods of time when I have been home for at least 14 days from any travel or suspect that I may have been ill.
8. If I have traveled or attended a social gathering where I was unable to maintain 6+ft distance, even if masked, I will halt in-person appointments until I have received a negative antibody test or quarantine for at least 14 days.
9. I will CANCEL if I think I have been exposed to someone with COVID-19 (or other contagious illness).
10. I will wash hands thoroughly before and after each session, after touching my face or using tissues.
11. I may limit CONTACT by not touching your face or hands, unless it is therapeutically indicated.
12. I will change my top garment between each client.
13. If I become symptomatic of COVID-19*, I will contact all people (including you) with whom I have been in contact up to 5 days prior to onset of symptoms. I will immediately cancel all appointments and connect you with alternate resources for therapy.

You (the client/patient/person with whom I work):

1. Bring slippers to wear if you like – I've removed a few rugs, including in the chilly bathroom!
2. Face Coverings
 - a. I will wear one of the following, and require you do the same. You may wear your own, or you may obtain one from me for a suggested donation. I will have these items in stock:
 - i. N95 mask or KN95 mask (based on availability)
 - ii. Surgical mask with mask fitter (to better seal)
3. Bring a pen if you can. I will have disinfected ones, too.
4. Wash hands when you arrive and before you leave. [Handy video instructions HERE.](#)
5. Wash after using a tissue, touching your face, eating or drinking.
6. Please refrain from bringing food into the office. If you need to eat for health reasons, let's discuss the best way for you to do this.
7. At times, it is appropriate or desirable to have another person with you (with a minor; as a caregiver, advocate, partner in therapy). We may make additional special arrangements to keep all of us safe and well during the session.
8. If you have symptoms of COVID-19* - even if you think that they are mild and/or not related to this virus – please reschedule your appointment until one of the following is true:
 - a. You have been 14 days without symptoms
 - b. You have had two negative coronavirus tests within one week since onset of symptoms or potential exposure.
9. If you become symptomatic of COVID-19*--or discover that you have been in the presence with someone who is symptomatic or known positive—
 - a. Contact all people (including me) with whom you have been in contact up to 5 days prior to onset of symptoms. This will allow me to immediately respond by letting those know with whom I have had contact, limiting further contact, potentially sequestering or getting a COVID-19 test in order to stop potential spread of the illness.
 - b. Any appointments scheduled will be put on hold until it can be determined that you a) do not have COVID-19 and b) do not have any other communicable illness.
10. For your safety, if you are in the High-Risk** category:
 - a. Please consider scheduling when you are feeling well, with conditions managed. We will work together to optimize your therapy sessions while reducing your exposure time in the office.
 - b. We may do an evaluation by video assessment prior to any in-person session if you have chronic conditions.

Telehealth: What can we do?

1. Assess, evaluate, triage. We can get information from your experience and history about what is happening and if an in-person appointment is right for you.

2. We also may be able to decide on treatments you can perform yourself – like self-massage, exercises, or other activities.
3. Refer. It might be appropriate for you to talk with or see (an)other provider(s), including your primary care provider, nutritionist, or other therapist or specialist. Information gathered during a telehealth session can help with this, too.
4. Check in. These are no-charge appointments after other telehealth or in-person appointments to see how you are doing, allow your P.T. to observe movement, pain or symptom location, and more.
5. Wellness and prevention are always part of our work.

Open-air: What can we do? What should we expect?

1. We are able to do movement of all kinds, posture, strength, coordination, balance and more. We can also do hands-on work on mats on the ground. Wellness and prevention are always part of our work.
2. Open-air appointments will be evaluated for weather conditions or other environmental issues **up to two hours prior** to your session time. If you wish to change to telehealth or in-office session, please contact me. I will also assess and let you know if it would be more appropriate to change.
3. We will discuss any tools, props or other items you may need to bring.
4. Plan for layering to adapt to weather and outdoor issues.
5. Location will be determined at the time of the appointment.

If you have ANY CONCERNS or QUESTIONS about the procedures – whether before, during, or after our sessions – do not hesitate to contact me right away. Your comfort and safety have always been my primary concern.

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SCREENING

*Symptoms and Self-Evaluation Checklist: Do any of the following apply to you now or in the past month? For current information about symptoms of COVID-19:

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

- ♥ Fever (over 99F)
- ♥ Cough
- ♥ Shortness of breath
- ♥ Sneezing
- ♥ Feeling unwell generally
- ♥ Chills
- ♥ Headache
- ♥ Muscle pain/achiness
- ♥ Sore throat
- ♥ New loss of taste or smell
- ♥ New congestion and/or mucous production
- ♥ Inflamed/red mucous membranes
- ♥ GI symptoms: Diarrhea, nausea, vomiting
- ♥ Any new rashes, swelling, fatigue, malaise, difficulty sleeping, infection or wound, injury, dizziness/vertigo, confusion, tingling/numbness, weakness, weight loss/gain.

Additional Regular Screening Questions

- ♥ Have you had a COVID-19 test?
 - Were you positive or negative?
 - When was the test?
 - What type of test (viral or antibody)?
- ♥ Did you receive care and/or treatment for COVID-19?
 - When did you receive care/treatment?
 - What kind of intervention, treatment and/or medication did you receive?
 - What were the results?
- ♥ Do you have a 2-ply face-covering or mask?
- ♥ Have you traveled recently?
 - If yes: Location, dates, method of travel.
- ♥ Have you recently attended a social gathering?
 - If yes: Briefly describe the scenario.
- ♥ Could you be pregnant? If so, how many months?
- ♥ Have you received care/treatment for any other injury, illness or condition in the past month? If so, please explain. (We will discuss.)

[Screening continued, next page]

****High Risk Conditions: Do any of the following apply to you now or in the past month?**

- ♥ Diabetes
- ♥ Immunocompromised status, including but not limited to:
 - HIV
 - Recent cancer diagnosis/treatment
 - Organ or tissue transplant recipient
 - Recent surgery
 - Genetic or congenital condition
 - Regular or recent use of immunosuppressant medications (oral or injected)
 - Regular or recent use of corticosteroids* (oral or injected)
- ♥ Older adult
- ♥ Asthma, COPD, ARDS, pneumonia, bronchitis
- ♥ Heart and cardiovascular conditions
- ♥ Liver or kidney disease
- ♥ Other chronic conditions

GRATITUDE

These guidelines, practices and protocols have been developed by researching and using the resources of our governmental agencies (CDC, NIH, NIAID, FDA, State of Wisconsin and Dane County Health Departments) and importantly in conversation and with the support of many friends and colleagues in the physical therapy, massage therapy and wider wellness community. I thank the following: BeWell Madison community; The Federation of State Massage Therapy Boards; the American Physical Therapy Association; Gigi Decker, LMT; Laura Novak, LMT; Dr. Laura Konopacki; Dr. Allison Becker (ND, LaC), Institute of Physical Art community.

I am grateful to YOU who choose to work with me. I am grateful to you for your trust, and for all that I learn from you.

Susan