



COVID-19 Clinic Protocol

All clinic procedures will meet or exceed the guidelines set forth by the CDC, CDPHE and DORA. Any new information or guidelines surrounding the COVID-19 pandemic will be implemented promptly. Please review the following ***Patient Responsibilities*** and ***Clinic & Practitioner Responsibilities*** so that you are familiar with the new clinic protocols.

PATIENT RESPONSIBILITIES

If you haven't already done so, please complete the following as soon as possible. All of your intake notes, screening tools, and treatment notes will now be securely stored as an EHR on ChARM. Completing these steps ahead of time enables us to maximize your treatment time, rather than using your treatment time to fill out forms.

- Log on to create your ***Patient Portal*** in ChARM (follow the link in your welcome email). To request a new link to create a Patient Portal account, email helpu2heal@yahoo.com
- Update your birthdate, contact information, and emergency contact
- Under the ***Questionnaire*** folder, complete the following:
 - ***COVID-19 Informed Consent to Treat***
 - ***Allergy, Medication & Supplement form***

1 to 2 Days Before Appointment

- **Complete the COVID-19 Screening form prior to EVERY appointment.** You will receive a link via email which lets you know this form is now available in your ***Questionnaire*** folder in your ***Patient Portal***.
- Optional: In a well-lit area (preferably sunlight), take a picture of your tongue and text it to 303-349-3835 or email helpu2heal@yahoo.com. You can also upload this photo directly to your Patient Portal. This step can be helpful when determining diagnosis and appropriate treatment.

Day of Your Appointment

- If you have woken with any new symptoms, call to reschedule your appointment
- Thank you for bathing/showering the day of your appointment and arriving in clean clothes
- **BRING A MASK WITH YOU TO YOUR APPOINTMENT.** You will be required to wear a mask for the duration of your visit at the clinic. A cloth mask is sufficient, though those who are immunocompromised may elect to wear an N95 mask.
- **Bring a cell phone** with you. You will need access to a phone to text us on your arrival and so that we can complete your intake over the phone before you enter the building.

Arriving for Your Appointment

- **REMAIN IN YOUR CAR OR OUTSIDE THE BUILDING** and **text 303-349-3835 that you have arrived.** Please **do NOT enter the building** until you are told to do so by your practitioner. We suggest arriving no more than 5 minutes prior to your scheduled appointment to avoid long wait times.
- At your scheduled time, you will receive a call during which we will complete your intake and review a symptom screening form over the phone.
- After your intake is complete and your screening has cleared you for treatment, your practitioner will arrange to meet you at the clinic front door. Please **MAKE SURE YOUR MASK IS ON AND**

FULLY COVERS YOUR NOSE AND MOUTH before you enter. Masks are expected to be worn for the duration of your appointment.

- Upon entering the clinic, your temperature will be taken using an infrared non-contact thermometer. Should your temperature fall outside the range deemed safe for treatment, you will be asked to leave and your appointment will be rescheduled.
- Before heading back to treatment rooms, all patients will wash their hands in the bathroom or apothecary.

Following Your Appointment

- Should you develop any cold or flu symptoms within 5 days of your appointment, please promptly contact your practitioner.

CLINIC & PRACTITIONER RESPONSIBILITIES

- All patients will complete a pre-screening form and screening interview the day of their appointment and will have their temperature checked before proceeding to receive treatment. Screening responses or temperature readings which indicate possible illness or increased risk of COVID-19 exposure will result in cancellation of the appointment and rescheduling for a later date.
- To limit reception area congestion and minimize contact where possible, patients will be asked to wait in their car/outside and complete their intake over the phone. There will be no indoor waiting area for patients.
- Masks will be worn by the practitioner, all clinic staff and patients while at the clinic. All masks must fully cover the nose and mouth. Patient masks may be cloth. Practitioner and staff masks must be 3-ply surgical face masks at a minimum.
- All clinic common areas, reception areas, bathrooms, and entrance doors will be cleaned multiple times during each shift using EPA approved disinfectants for SARS COV-2 (effective against coronavirus) and allowed the appropriate contact time to ensure effectiveness.
- The treatment room, including patient and practitioner chairs, treatment table and face cradle, patient side table, door handles, light switches, treatment surfaces, any bolsters or pillows used in treatment, and any other high contact point will be disinfected using EPA approved disinfectants for SARS COV-2 (effective against coronavirus) and allowed the appropriate contact time to ensure effectiveness at the beginning and end of each shift and between each patient.
- Regular handwashing and/or use of hand sanitizer which is at least 60% alcohol will occur at a minimum before and after: treatments, patient contact, room disinfection, handling of clean or soiled laundry, and any other times generally recommended per CNT protocol (offers the most conservative guidelines with more frequent handwashing than that recommended by the CDC).
- Additional precautionary procedures, such as selective scheduling of patients, use of gloves, or changing practitioner clothing between patients, may also be utilized to further reduce risk, particularly with immunocompromised patients.
- Should the practitioner develop any possible COVID-19 symptoms within 5 days of having treated you, they will promptly notify you of the potential exposure. Additionally, should any patients treated prior to you on the same day of your appointment develop symptoms within that 5-day window, you will also be notified.

If you have any questions regarding the above procedures or are concerned about your ability to fulfill the Patient Responsibilities, please contact me at helpu2heal@yahoo.com. Thank you for entrusting me to support your health!