



## COVID-19 Policies and Procedures for Patients

Due to the ongoing situation of COVID-19, our office is taking extra precautions to make sure our patients, staff, and community stay healthy and safe. As a practice, we will continue to follow the guidelines recommended by the CDC and IDPH to avoid transmission of the coronavirus. Please consider what is essential in the request for scheduling appointments. Please also consider what you do outside of the office and to continue to practice safe social distancing.

If you prefer to reschedule your appointment please reach out, and we will be happy to coordinate this for you.

For all patients who come in for an appointment, we are taking great measures to maximize the safety of all of our staff, patients and providers in our space:

- We are scheduling all appointments in a manner that allows for thorough cleaning after each patient visit.
- All providers, staff, and visitors will be wearing required PPE.
- Every area of our clinic has been assessed for enhanced hygiene and cleaning protocols. This includes reinforced sanitization of all equipment between patient usage, following CDC recommendations for best ventilation, and more frequent cleaning and disinfection of common areas with emphasis on high-touch surfaces such as door handles, counters and railings.
- Temporarily, for social distancing, we are operating with reduced staff with Acupuncture appointments in clinic. We are eager to bring back our full team and scope of in-clinic care, as soon as recovery allows.

In addition to the precautions Herb + Ohm is taking above, we are asking our patients to please follow these precautions for their visit:

**1) Contact us if you have recently been sick or have displayed any symptoms of illness in the last 14 days** (fever, chills, cough, headaches, fatigue, loss of taste, loss of smell), if you have been in contact with someone who was diagnosed with COVID-19 or have been asked to quarantine, or if you have had any travel out of the state within the last 14 days. We will be screening all patients with a questionnaire prior to their appointment to ensure they can be seen. We will also be taking temperatures of all patients at the time of checking in for an appointment. If you have a fever we will reschedule your visit.

**2) Please come alone to your appointment.** Unless you are a parent or legal guardian of the minor, or a caretaker for another individual who requires support, we ask that you bring no other guests or children to the visit to minimize unnecessary exposure. Those accompanying you to an appointment will also be required to have the same level of screening completed. Any additional guests will be asked to wait outside of our building. We are happy to reschedule if you are not able to make arrangements for this policy.

**3) Arrive at your appointment on time.** Please check the time of your appointment in your confirmation message. Do not arrive too early or late for your appointment. This is very important to make sure we are moving patients through their appointments consistently to negate any wait time in the office.

**4) A mask will be required.** Per CDC requirements, please make sure to wear a cloth mask when in transit and when you are in the building for optimal safety. This is added protection for our staff and other patients.

**5) Maintain a safe distance.** Please make sure you are maintaining a safe distance of six feet from all patients and staff while in the office. Seating will be adjusted in our waiting room in the event anyone has to wait to be seen (which we are trying to avoid if possible).

**6) Fill out your paperwork ahead of time.** Our staff will be requesting that you fill out your paperwork in advance of your visit. We will share a link to your paperwork in your appointment confirmation email and subsequent reminder emails. You can also access required paperwork [here](#).

If you have had any changes to your Insurance or ID, please resubmit photos of those cards on our website [here](#). If you have any issues with this process, our staff are ready to walk you through it.

**7) Make sure you have a current credit card on file.** We will only be charging the credit cards on file for these visits if a balance is due. With a card on file, we do not need your card in hand. It will make co-pays, fee-for-service visits, and store purchases hands-free.

We may need to shift your appointment time by 10 or 15 min to adjust our schedule to minimize the patient volume and optimize safety. Please re-check your appointment time in the appointment reminder email.

We are asking all patients to comply with the above requests in order to be seen for their appointment. Our goal is to get every patient into their exam room straight upon arriving and immediately out the door after their visit. We must have each patients' support by following the above guidelines in order to accomplish this as safely as possible.

Thank you for your trust in us. We look forward to taking care of you.