Hudson Family Chiropractic and Physical Therapy
COVID-19 Safety Precautions

Please note that we take everyone's safety very seriously. It is actually our first priority and for that reason we have gone through a vigorous reopen process. We understand that there is plenty of anxiety about returning to doctors offices, so we've implemented new policies and processes so that we can provide much needed care as safely as possible.

**Here is what we have done:**

* We engaged Sterile Space Infection Defense, LLC, who came to our office to do a deep cleaning and then spray a layer of protection to the entire office, our waiting room, the common waiting room, the doors downstairs, the call box, the elevator, and the bathrooms on the 2nd and 3rd floors.
* we have changed our scheduling policies so that we can accommodate patients in a safe manor
* we installed sneeze guards at the front desk
* all employees will wear face masks\face shields
* we will have plenty of hand sanitizer
* all tables\tools will be disinfected in between each patient
* doctors will wear gloves that will be changed with every visit
* we will use different entries for Chiro and PT so patients don't have to pass each other in the hall
* each patient will have their own set of electric stim pads
* scheduling will be spaced out so there will be no or minimal wait times
* waiting room chairs will be blocked off to accommodate social distancing
* patients will fill out a Covid-19 screening questionnaire and have a temperature check
* all employees will do a temp check daily
* we will try to handle paperwork so there is minimal to no exchange of materials (fill our online)
* patients will provide pain scale numbers to the doctor or receptionist who will record them

**Here is what we ask of you:**

* Be honest about how you're feeling and exposure
* Wear a face covering
* Pay by credit card
* Please do not bring visitors with you on your visit if possible
* Show up for your appointments. We are asking that you be diligent about keeping appointments and being on time. Every appointment slot is important right now so if you schedule and don't show up, you very possibly just took an appointment away from someone in need. Also, showing up late may mess with our timelines so please be on time.
* We are trying to schedule very diligently which means we are limiting walk ins. There is a strong possibility you will have to wait or be turned away if you walk in rather than making an appointment.
* Upon entering the building please head to the restroom and wash your hands.
* Please bring your own water as our communal water cooler will be off limits for now.
* PAYMENTS: If we take your insurance then we will handle billing, but we ask that any payments (self pay, copay, or coinsurance) be made by credit card. We would also like to do this without having to pass a card back and forth, so we will ask that you either:
1. fill out a one time credit card form so we can enter it into our system and then shred it
2. provide your credit card info verbally so it can be keyed in and charged (this might be the best way assuming you're the only person at the desk at that time and then nothing has to be exchanged).
3. provide your credit card information over the phone prior to your visit

Going forward, credit card information will be stored in our safe, secure, HIPAA compliant system. This is how many offices operated prior to the pandemic and I would be surprised if all don't move to this system at this point. Sorry, but this is not optional.