

To our Patients, Community, and Neighbors,

As health care providers, we know the impact recent events and circumstances have had on our patients and their physical therapy. We feel the same concerns and stresses you're feeling during this time of extreme uncertainty, but we ARE here for you as your health is very important to us.

Considering the recent events with COVID-19, we are continuing to do everything that we can to ensure for our team and patients that we have a safe and clean work environment. Below, you will find our procedures in place to keep a safe environment for you and others. Homeland Security and the CDC and other sources have stated that medically indicated physical therapy is an essential services. Essential services should stay available, including therapy clinics

Also, ease part of the struggle so many of our patients are currently facing, **we are now offering e-Visits and Telehealth visits directly with your therapist.** In addition, **this service has been mandated to be covered by insurance plans.** This previously unavailable service is now available at Progressive Physical Therapy and with your individual Physical Therapist. This means you can connect with your therapist in real time via video or audio from your computer or cell phone. Your therapist will help guide you with personalized up to date symptom review and management, mobility and home program updates or changes, and answer your therapy related questions from wherever you are.

We are currently scheduling e-Visits and Telehealth visits through our front office to ensure your therapist will be available exclusively for you during that time without interruption. If you would like to schedule a session with your therapist or if you have any further questions, please call our offices.

As in the past 43 years, you can count on us. We're here to help, and we're all in this together.

***Stay healthy and stay safe! Together we can overcome anything!***

**PROGRESSIVE PHYSICAL THERAPY'S SAFE ENVIRONMENT POLICIES.**

- Hand Sanitizer will be at the entrance of every location and we will ask that each patient/client or visitor immediately uses hand sanitizer upon entering the facility.

- When a new patient calls or a current patient/ client arrives, we will have a brief screening questionnaire that will include:
  - Do you have symptoms of respiratory infection such as cough, fever, shortness of breath or sore throat?
  - In the last 14 days, have you had contact with someone with a confirmed diagnosis of COVID-19, someone under investigation for COVID-19 or are ill with respiratory illness?
  - Have you traveled internationally in the last 14 days to countries with sustained community transmission of COVID-19?
  - **Any person answering yes to any of the above question or having a temperature of 100.4 or above will not be allowed to stay in our facility as a patient or guest. If a person has a temperature above 100.4 they will not be allowed to return to the clinic until their temperature has returned to normal for more than 24 hours without the use of fever reducing medication.**
  
- Our team is taking an overabundance of precautions in continued and increased disinfecting to ensure that our facilities are clean and safe. Following proper hygiene and cleaning for handwashing, equipment, facilities, etc. Is being performed as always by our team and we encourage everyone to go to the CDC website for further information at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Patient no show/cancellation fees are suspended until further notice, however a call to cancel, when needed is appreciated.
- Our therapists and trainers will alter treatment/training protocols to keep patients and clients at a safe distance from others.
- The Progressive Team as always treats each patient and client with respect and dignity and to take further precaution, we will take the approach that we all may be carriers and ensure that everything is cleaned and disinfected between each use. This is always our policy and we will be more stringent from here on in this regard.
- We ask that patients/clients not bring other non-patients or clients (family members, friends, children) into the facilities so we can avoid having people that are not in our facilities for therapy or exercise. This includes our waiting areas.
- Treatment areas and waiting room furniture will be re-arranged to ensure everyone is 6-8 ft apart
- Arrival times have been adjusted to limit the number of persons in the clinic at one time. Group fitness classes are suspended until further notice.
- No children under the age of 12 will be allowed into our facilities unless they are an active patient.
- In addition to our regular daily cleaning and disinfecting of equipment between each use, everything in the clinics and facilities will be consistently undergoing more stringent cleaning and disinfecting processes.
- We are implementing telehealth options for our patients/ clients that prefer to remain at home.
- We are telling our sick staff members to stay home and any staff members who are ill will be sent home.