**Coast Family Acupuncture - COVID-19 Protection Procedures**

**Prior to Patient Arrival (Telephone Screening):**

* Anyone wishing to book an appointment will be asked if they have or have had for the past 14 days:
* Fever, Cough, Shortness of Breath, Cold / Flu-like Symptoms.
* Close contact to anyone exhibiting these symptoms.
  + If yes, they will not be scheduled for an appointment
  + If yes and symptoms are current they will be advised to contact their PCP or be sent to Mendocino Coast Clinics for evaluation or further instruction.
  + If symptoms were recent but recovered, they will be asked to postpone scheduling an appointment at this office for 14 days following the abatement of symptoms.
* Only one patient may be scheduled every 1.5 hours to allow for proper sanitizing between patients.
* Patients will be informed that they are required to have and wear a facial covering at all times to be admitted into the office.
* No patients will be seen in this office for the treatment of cold / flu-like symptoms until further notice. These patients will be referred to their PCP or Mendocino Coast Clinics for treatment.

**Patient Arrival at the Office:**

* Only patients with scheduled appointments or products to purchase may enter the building. Exceptions may be made for personal assistance personnel. All person's will be kept in a treatment room. No one will occupy the waiting area.
* Patients are instructed via signage to wait at the door for it to be opened for them. This is done in an attempted to limit contact to touchable surfaces.
* Anyone entering the office must have their temperature taken at reception. This will be performed by the practitioner or staff (if practitioner is unavailable).
* Anyone with a temperature above 99 degrees Fahrenheit will not be seen. They will be instructed to leave the office, and to call their PCP, Mendocino Coast Clinics, or MCDH for further instruction.
* Anyone displaying symptoms of COVID-19 (cough, shortness of breath, etc...) with or without fever will not be seen. They will be instructed to immediately contact their PCP, Mendocino Coast Clinics, or MCDH for further instruction and / or testing.
* All patients must wear a facial covering to enter and occupy the office. If they do not have one and they have a scheduled appointment, they will be given a surgical mask prior to entry.

**Patient Discharge:**

* If paying by credit card, the signor will be instructed to use the stylus provided.
* Stylus will be sprayed with the appropriate disinfectant following each use.
  + **Re: Patient Treatment Room:**
    - Surfaces to be disinfected in the treatment room used by the patients shall be (including but not limited to):
      * Consultation table and chairs
      * Treatment table and face cradle
      * Controls for heat lamp and stereo
      * All containers touched by practitioner, including lid to cotton jar, alcohol dispensers, and disposal tray.
      * Door Handles
  + Air purifier shall be run for a minimum of 5 minutes in between patients.
  + Window's / Sliding Glass Door shall be opened (weather and temperature permitting) for 5 minutes between patients.
* Employee hands shall be washed following patient discharge disinfecting procedures.
* Nitrile gloves must be worn if there is any blood or body fluids present during cleaning.
  + **If Patient Used the Restroom During Their Appointment Time:**
    - All surfaces of the restroom area shall be spread with the appropriate disinfectant.
      * Surfaces include, but are not limited to:
        + Door Handles
        + Sinks and counter tops
        + Commode seat and flush handle
        + Commode lid
        + Light Switch
        + Handicap rail and area surrounding bath tissue and paper towel receptacles.

**Employee Requirement and Safety:**

* Employee will sanitize all reception work surfaces, including computer keyboards, telephone, counter tops, and all other touchable surfaces both before and following the work shift.
* Employee will wash hands after contacting any surface that has been touched by a patient or the practitioner, including but not limited to cash, checks, credit cards, writing implements, door handles, and all surfaces in restrooms and / or treatment rooms.
* If at anytime employee is uncomfortable with proximity to patients or to any procedures contained in this memo, they may discuss with owner at any time.