

COVID-19 Frequently Asked Questions

When will the clinic reopen?

The clinic will be open to *all patients* May 11, 2020. We have worked diligently to follow State and local guidelines, to ensure that we can provide an environment that is as safe as possible for both patients and staff. You can expect the following:

- a. Every physical therapy staff member will be equipped with gloves, glasses, a facemask, and scrubs.
- b. Every patient will be required to wear a fabric or medical mask while in the clinic.
- c. Disinfectant and hand washing/sanitization products are available in ample supply for all staff and patient use.
- d. Thorough disinfection of each treatment room and high contact surfaces will be performed routinely throughout the day.

Will patients be required to wear a mask?

Yes. As stated above, and in adherence to CDC guidelines, every patient will be required to wear a fabric or medical mask to cover their nose and mouth while in the clinic. *Patients should enter the clinic with their mask on.* Fabric face masks will be provided to each patient for their personal use, if they do not have one.

How will I know when I can schedule physical therapy appointments?

Every patient who was on the schedule prior to the clinic closure will be personally contacted by their physical therapist, or one of our administrative team members (Becky or Tami).

Will I be allowed to schedule multiple appointments?

Yes. We are currently scheduling through July 2020, and will allow you to schedule as you are accustomed, within the limits set by your insurance policy, and current visit authorizations.

Will telehealth appointments be available?

Telehealth appointments are now available via a secure two-way video platform and will be offered when you schedule, if you choose to not come in to the clinic. In most cases, insurance will cover telehealth visits. Cash rates of \$60 for a 30-minute session are also available. You may contact Becky to schedule an appointment at 303-799-6336.

How will I know the clinic environment is safe?

At Providence PT, we have always held high standards for cleanliness and sanitization in our facilities, but several weeks ago, we heightened and expanded our routine cleaning/sanitization efforts. We continue to be proactive in our efforts to maintain the highest possible standards of infection control, while still remaining open and available to help you with your physical therapy needs.

Here are the steps we are taking routinely to protect you and our staff:

1. Any patient or staff member who has symptoms of cough, fever or shortness of breath, OR has had known contact with someone with COVID-19 will not be seen in the clinic. All appointment cancellation fees have been waived for patients in these circumstances.
2. Any patient or staff member who meets any of the above criteria, will return to the clinic only under the following situations: (a) they have a negative COVID-19 test OR (b) they remain symptom-free for 14 days.
3. Our receptionist is continuing to work from home.
4. The clinic schedule allows for only 50% staff, and a total of fewer than 6 people to be in the clinic at one time.
5. Patients will be seen in a treatment room one-on-one with a physical therapist and will not share that space with another patient. Each treatment room and every surface in the treatment room (treatment table, chair, counter, medical supply containers, examination equipment, light switch, door handle and door jamb) will be disinfected after every patient visit.
6. Every piece of gym equipment touched by a patient or PT will also be disinfected after each use.
7. The reception area and restroom at the *Southwest office* will also be wiped down and disinfected following every patient visit and hand sanitizer will be available for use throughout the clinic. We cannot guarantee what steps will be taken in the lobby and restrooms at the Southeast office, because those areas are shared with multiple businesses and are not under our direct control.
8. Co-payments will be contactless, meaning that patients can call in their co-payments, or pay online using a credit card.
9. All patients and staff are encouraged to follow the [CDC's suggested hygiene practices](#) to prevent virus spread.

Will there be any changes to how business is conducted in the clinic?

Our processes will be similar to what we've always done, with just a couple of changes.

Things that are staying the same:

- You will receive an email and/or text message to confirm your appointment
- Your co-payment will be expected on the day of service.

Things that will be different:

- We will be staggering patient appointments, so that only 1 patient is scheduled to arrive at a given time.

- Please do your best to arrive on time, and your physical therapist will do her best to run on time, to eliminate patient contact in the lobby.
- No receptionist will be present.
- You should plan to pay your co-payment over the phone, or online just before or immediately following your appointment.
- Our staff will be equipped with modified personal, protective equipment to keep you, and themselves more safely, and you will be wearing a mask.

We hope that this helps to answer the questions that are most important to you. Should you have additional questions, please do not hesitate to reach us at 303-799-6336 or email the clinic owner directly at lauralaporta@ptprovidence.com.