

Upstate Community Acupuncture COVID-19 Safety Plan
NAICS code 621399
17 Johnson Road, Latham NY 12110
Eric Renaud, M.Ac., NY License 1523
(518) 810-7053

Physical distancing:

- Scheduling reduced to 3 patients per hour, booked at twenty-minute intervals to maintain social distancing within the clinic.
- All treatment tables/chairs will be spaced more than 6 feet apart and cleaned immediately after every treatment.
- Diagnostic interactions will be kept short to minimize face to face interaction.
- Only patients will be allowed to remain within the office during their treatments, guests will be asked to wait outside.

Places:

PPE

- Practitioner will wear a face mask (K95 or equivalent) at all times in the office.
- Patients will be required to wear a face mask (cloth+) that covers both mouth and nose before entering the office and during treatment.
- PPE (surgical masks) to provide to patients who do not arrive with one have been ordered and will be sold at cost to those who need them (subject to availability of mask supplies).

Payment

- Payment will be collected during pre-screening so that patients can exit office immediately after their treatment.
- Credit card payments will be contactless using Square chip reader that will be sanitized between patients
- Cash and check payments are contactless using the payment box.
- No change will be provided for cash payments to reduce interaction.

Miscellaneous

- Office will be decluttered to remove non-essential items that multiple patients may touch.
- Two containers will be provided, one with unused pens, one with used pens (to be cleaned).
- Windows will be opened (weather dependent) to keep air fresh and minimize airborne pathogens.

Hygiene and Cleaning:

- All patients will be directed to wash their hands in the bathroom (directly next to the entry door) with supplied soap and dry with the commercial touchless paper towel dispenser before entering the office.
- Common surfaces will be wiped between patients and at the end of each day,
- Patients will be requested to bring their own pillows, sheets or blankets if desired.
- All used sheets (tables) or pillow covers will be laundered after every shift.
- Practitioner will continue to wash hands before and after every needle insertion.
- Chairs will be cleaned between treatments. Massage tables will have a fresh sheet applied.

Communication:

- Patients will be advised on the website or during phone inquiries to contact their physician if they show any symptoms (*listed below*) of COVID-19, or contact with someone who has contact with COVID-19 within the last 14 days, not to schedule and to cancel scheduled appointments, no missed appointment fees will be charged for these cancellations.
- Treatments will be by appointment only (no drop ins).
- New patients will be asked to arrive 10 minutes early to complete new patient paperwork. Returning patients will be asked to arrive within 5 minutes of their scheduled appointment time.
- Signs will be posted regarding required use of a face mask prior to entering the office and washing hands before entering the waiting area.
- Patients will not be allowed to bring companions with them to a treatment to maintain social distancing in the waiting area and treatment room, they will be asked to wait outside.
- If a patient requires assistance entering or leaving the office, companions will be required to wear a face mask before entering and while inside the office, and they will be directed to wait outside during the treatment.
- Maintain updated website communication related to these practices and provide a PDF copy of the Safety Plan to patients upon request.

Process:

- Added to treatment notes:
 - Verify contact information from the booking site (patient phone and email if available) for use in contact tracing.
 - Record patient's temperature using contactless thermometer (must be lower than 100.4 degrees)
 - Screening: verbal confirmation that the patient does not have active symptoms of COVID-19 or known contact with someone within the last 14 days who has the following symptoms:

COVID-19 symptoms, new or recent onset:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Unexplained rashes
- In children: stomach pain, fever, rash

Notification and action plan if contact with COVID-19 is suspected:

- UCA will notify the health department if any patients report a positive COVID-19 test within 14 days of visiting my office.
- If this occurs, our office will close for disinfecting, and practitioner will comply with any quarantine requirements issued by the department of health.
- Practitioner will seek a COVID-19 test if there are any signs or symptoms requiring it.
- UCA will stay current with CDC and Health department communications related to COVID-19.