

June 8, 2020

Dear Valued Patient,

As I prepare to **reopen on June 15th**, please know that your safety is my top priority. Acupuncture falls under Health and Human Services and as a health care provider, I am allowed to resume acupuncture services.

Below is a summary of the office safety procedures that will be followed for everyone's safety. If you would like a copy of the detailed written Office Safety Protocols document that I put together, please let me know. I am happy to share any information with you or answer any questions to make you feel comfortable in the office again. I have participated in a weekly webinar with the National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM - the highest level of acupuncture credentialing in the United States) throughout this pandemic to stay up to date on current research, patient treatment protocols post pandemic, and requirements for reopening safely. My background working in a laboratory and in the medical field for sixteen years was helpful to preparing to reopen for you as well. Looks like I am back to wearing a lab coat and mask!

Please read the following carefully:

First to note is the **office has moved across the street** to 115 Water Street (brick building towards back). The office is located on the second floor in suite 201. The easiest way to get to the office is using the side entrance. You may go up the stairs or take the elevator to the 2nd floor. The office is located in suite 201. There are NO BATHROOMS IN THE OFFICE. The bathrooms are located in the hallway. If the bathroom doors are locked, there will be a key in the waiting room you can borrow, but please return it for the next person. The bathroom keys will be cleaned and disinfected between use. In order to run on time for appointments as we all transition to the new office and new normal, we ask that you please allow yourself extra time to find the new office and use the bathroom prior to the start of your appointment.

Please **stay home if you are experiencing any illness**. If you have been exposed to a person or living with a person that has tested positive or suspects positive without test confirmation for the coronavirus in the past 14 days, do NOT come to the office. For everyone's safety, please stay home.

At this time we ask that you **come to your appointment alone** unless you have a physical handicap and need assistance. Children are not allowed in the office unless they are a patient receiving a treatment. I do not want people congregating in the waiting room or treatment rooms for extended periods of time.

All patients will be **required to wear a face mask** in the office for the entire treatment. You will not be treated if you do not wear a face mask, I am not providing face masks at this time. I will be wearing a KN95 or surgical face mask.

I will be taking my temperature every morning before treating patients. If I have a temperature higher than 99 degrees Fahrenheit, I will not treat patients that day. If you receive a last minute cancellation it is for your safety. In addition, all patients will have their **temperature taken upon arrival** to the office. If any patient has a temperature over 99.6 degrees Fahrenheit you will not receive a treatment and will be asked to leave the office.

A reminder email will be sent out 2 days before an appointment with **screening information**. All patients will be required to respond via email, text, or phone confirming you (1) do not have any new COVID-19 symptoms (2) have not tested positive or suspect positive for COVID-19 in the past 14 days and (3) have not been exposed or living with a person exposed to COVID-19 in the past 14 days. This screening within 48 hours of your appointment prevents a person from entering the building and exposing others. In addition, all patients will be screened again prior to moving into a treatment room. I will be asking myself the same questions daily and will only treat patients when safe. If you receive a last minute cancellation it is for your safety. We all need to be honest with each other to keep everyone safe.

The treatment tables and high touch surface areas (tables, sink, door knobs, bathroom keys etc.) will be **thoroughly cleaned and disinfected between patients**. There will only be disposable table paper used at this time, no sheets or towels.

All patients will be asked to **wash their hands or use hand sanitizer** upon entering the office and prior to leaving the office.

As always, the treatment rooms will have a **BlueAir air purifier** running at all times. Fourteen years ago when I opened my practice, I spent considerable time choosing the best air purifier for the office. I am pleased to see in Consumer Reports (April 9th), one of the top-rated models for filtering viruses is the one I use in the office. This model has a filter to trap air particles in the coronavirus spectrum. Below is the performance information from BlueAir if you are interested.

<https://blueair.a.bigcontent.io/v1/static/blueair-perfomance-book>

Appointments each day will be limited to ensure a safe environment for everyone and allow for sufficient time to clean and disinfect the office for the next patient.

Credit card payments are preferred at this time. You will read your credit card information and it will be entered into the credit card machine for processing (non-contact).

My acupuncture insurance company is requiring all patients sign a **new COVID consent form**. This form can be located on the website under Clinic Forms. Please email or text a signed consent form prior to your appointment. Otherwise you will be asked to sign this new consent form in the office.

Each patient will be given a **clean and disinfected plastic bin** to store shoes and clothing items. I recommend you bring minimal items with you to the appointment, do

not bring purses, bags, water bottles, phones, etc.

To help offset the additional costs of the above, follow-up appointments will increase by \$2 for a total of \$80 for a follow-up appointment.

Lastly, Rosemary is not planning to be back in the office until August. I am available to treat her patients if you would like to come in for an acupuncture treatment.

I appreciate your patience and understanding during this transition time back to "normal". The above guidelines and Office Safety Protocols were put together using the following sources: Center for Disease Control (CDC), World Health Organization (WHO), Commonwealth of Massachusetts Re-Opening Documents, National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM), American Society of Acupuncturists (ASA), and Council of Colleges of Acupuncture and Oriental Medicine (CCAOM).

If you would like to schedule an appointment, please go to www.pointofhealingacupuncture.com and click on the "Schedule An Appointment Online" link. Click on my name "Alison A. Nelson" and schedule the appointment type "Initial Visit" or "Follow-up Visit". Enter all of the required information and click "schedule appointment". You will receive an email confirmation if you scheduled the appointment correctly. Please review the email confirmation details carefully.

Please call me if you have specific questions or concerns. I am looking forward to seeing you again soon and getting back to doing what I love!

In Health & Healing,

Alison A. Nelson, Owner & Licensed Acupuncturist