March 13, 2020

Aloha PT Hawaii Ohana,

As healthcare providers we are always aware of the need to responsibly care for our patients. During this time of uncertainty around the spread of COVID-19, and in line with CDC recommendations, the following measures will take effect immediately.

* SCHEDULING: All patients scheduling appointments via telephone or email will be screened for the following criteria:
* Fever (100.4 or subjective), cough, sore throat, shortness of breath, chills, body aches
* Recent travel to or contact with someone who traveled from a Level 2 of higher area (domestic or global) the past 14 days.

Patients will be rescheduled and encouraged to stay home if they meet the above criteria or are acutely ill. Patients will also be informed they may be sent home from their appointment should they meet the above criteria upon presenting to PT Hawaii.

* ARRIVAL/CHECK-IN:
* **Every** patient and accompanying guest will have their temperature taken upon arrival and screened for symptoms.
* At the very least, patients and visitors who show signs of illness, ex. Cough without other symptoms, will be required to wear a mask provided by PT Hawaii.

Patients and/or visitors who screen positive for the above criteria will be rescheduled and sent home. Visitors will be asked to wait outside PT Hawaii’s facility. Providers (PT/PTA/Massage Therapists) will be informed of their patients’ positive screening.

* FACILITY: All contact surfaces will be disinfected after **every** patient.
* Door handles, countertops, all equipment after **each** use, pool railing, other contact surfaces (ex. Water cooler tap) hourly or sooner as appropriate.
* STAFF:
* Acutely ill staff who show symptoms associated with Covid-19 are encouraged to stay home and seek medical care. Staff who show symptoms of concern will be sent home and instructed to seek care.
* Strict hand hygiene practices are expected of all staff. See attachment.
* All staff will don the appropriate Personal Protective Equipment as appropriate.

Working together as a team will keep our patients, community, and each other safe. I appreciate your strict adherence to these changes and flexibility as we navigate this issue.

Aloha,

Jaylin Winchester