

Harmonious Living Chiropractic: Fitness & Wellness Center, LLC



COVID-19 Office Protocol

Purpose: This protocol is based on the current available information about COVID-19 and the current situation in the United States of America. This protocol is applicable to all Harmonious Living Chiropractic: Fitness & Wellness Center, LLC offices and is intended for office use only. This protocol outlines the responsibilities of those who work (e.g. staff, volunteers, and independent contractors); those who visit (e.g. guests and vendors); and those who are receiving services and/or care (e.g. patients and clients) at the office to minimize the chance of exposure and transmission of respiratory pathogens including SARS-CoV-2, the virus that causes COVID-10. All personnel, listed above, must adhere to the protocol to gain access to the office until the transmission of COVID-19 is no longer a threat.

Please read this document in its entirety.

Table of Content

- I. COVID-19**
 - a. History**
 - b. Transmission**
 - c. Symptoms of COVID-19 Infection**
 - d. Reduce Your Risk**
 - e. If you think you have been infected with COVID-19**

- II. RESPONSIBILITIES**
 - a. Staff**
 - b. Patients and Clients**
 - i. Scheduling an Appointment**
 - ii. Pre – Office Visit**
 - iii. During – Office Visit**
 - iv. Post – Office Visit**
 - c. Guests (including vendors)**
 - i. Permittable**
 - ii. Non-Permittable**

- III. APPOINTMENTS FOR TYPE OF CARE**
 - a. Acute Chiropractic Care**
 - b. Chronic Chiropractic Care**
 - c. Wellness Chiropractic Care**
 - d. Urgent Chiropractic Care**

- IV. OTHER INFORMATION**
 - a. Personal Protective Equipment (PPE)**
 - i. PPE for Team Members (including staff and volunteers)**
 - ii. Storage of PPE**
 - iii. Bring Your Own PPE if you like**

- V. HOW YOU CAN REDUCE THE SPREAD OF COVID-19?**

- VI. KEEP UP THE GOOD FIGHT!**

- VII. CONTACT OUR OFFICE**

I. COVID-19

a. History

According to the Centers for Disease Control and Prevention (CDC), this new coronavirus COVID-19 has created a pandemic. It is posed a serious risk to public health. It can cause mild to severe illness, especially in the aging population. The SARS-CoV-2 virus is a betacoronavirus that originates in bats. It is rare that animal coronavirus can infect people and then spread from person-to-person as in the cause of the SARS-CoV-2. “The sequences from U.S. patients are similar to the one that China initially posted, suggesting a likely single, recent emergence of this virus from an animal reservoir.” The severity of COVID-19 is not fully understood, due to its broad range of symptomology from each person infected. To learn more about COVID-19 visit www.cdc.gov/coronavirus.

b. Transmission

It is reported by CDC that the COVID-19 is commonly spread from person-to-person during close exposure to a person infected with COVID-19, primarily through respiratory droplets that are produced when the infected person sneezes or coughs. These droplets are dispersed into the air and can land on your mouth, hands, eyes, face, and other areas (such doorknobs, tables, chairs).

c. Symptoms of COVID-19 Infection

Symptoms of COVID-19 infection may appear 2 – 14 days after exposure. Symptoms include fever, cough, and shortness of breath.

d. Reduce Your Risk

- i. Practice good hygiene by washing your hands frequently, using soap and water for at least 30 seconds, or hand sanitizer that contains at least 60% alcohol.
- ii. Practice good cough/sneeze hygiene – cover your mouth using tissue and discard in waste basket, then wash your hands.
- iii. Avoid touching your face.
- iv. Practice social distancing – stay at least 6 feet from other people.
- v. Avoid close contact with people who are sick or have weakened immune systems.
- vi. Stay at home if you are sick.
- vii. Wear face mask if you are sick.

e. If you think you have been infected with COVID-19

II. RESPONSIBILITIES

a. Staff

All staff, including employees, volunteers, and contractors, are required to wear personal protective equipment (PPE) while in the office, and especially when interacting with patients, clients, and guests. All healthcare providers should perform hand hygiene before and after all patient contact; before putting on and removing PPE, including gloves. All staff have received training on proper PPE use and guidelines. Clean, disinfect and sanitize all areas frequently, especially after each patient, client, and guest visit.

b. Patients and Clients

i. Scheduling an Appointment

All patients and clients must schedule an appointment to be seen by the doctor by calling the office at (240) 264 – 6372 or texting (240) 470 - 4497. When scheduling appointments for patients and clients, a doctor-directed COVID-19 protocol will be used to determine if an appointment is necessary or if the patient can manage their condition at home.

ii. Pre – Office Visit

- 1. You may be asked to wait outside of the office** if the reception area and/or the office has reached its allowed capacity to allow safe social distancing amongst staff and patients (and/or clients). You can wait in the hallway, in your car, etc. until you are notified via phone call and/or cell phone text message to come into the office.
- 2. Sanitize or wash your hands before and/or upon entering the office.** All patients, clients, visitors, and/or guests are required to sanitize or wash their hands (with soap and water for at least 30 seconds) prior to entering the office. *Please use a paper towel to open/close the bathroom and office door, if applicable.*
- 3. COVID-19 Screening Questionnaire.** All patients, clients, visitors, and/or guests are required to be screened prior to receiving treatment for possible COVID-19 infection. All patients, clients, visitors, and/or guests must answer and/or complete a questionnaire and their temperature may be taken prior to entering the office and/or receiving treatment or services. (If your temperature is taken, and you are a patient, it will be recorded in your medical records).
- 4. High Temperature:** If you have a temperature of 100.4°F or higher you will not be treated and/or receive services).
- 5. Approval for Treatment and/or Services.** If the patient and/or client has answered “no” to all questions in the questionnaire, and does not have a temperature, they will be treated and/or receive services.

6. Denial for Treatment and/or Services. If the patient and/or client has answered “yes” to one or more questions in the questionnaire, and/or have a temperature, they will be denied treatment and/or services and a note will be documented in their medical records.

iii. During – Office Visit

- 1. Practice good hand hygiene, respiratory hygiene, and cough/sneeze etiquette.** Shield your face, mouth, and nose when coughing and/or sneezing with a tissue and discard any used tissues into the contaminated waste basket; and wash your hands with soap and water for at least 30 seconds.
- 2. Follow instructions** when you enter the rooms and/or areas; and utilize equipment (e.g. tables, exercise equipment, chairs) that have been designated for you.

iv. Post – Office Visit

- 1. Sanitize or wash your hands before and/or upon entering the office.** All patients, clients, visitors, and/or guests are required to sanitize or wash their hands (with soap and water for at least 30 seconds) prior to entering the office. *Please use a paper towel to open/close the bathroom and office door, if applicable.*
- 2. Call the office.** Contact your office(s) if you have any questions or concerns regarding this policy.

c. Guests (including vendors)

To protect your staff, volunteers, independent contractors, patients, clients, visitors, guests, and/or vendors during the outbreak of COVID-19, we have put measures into place that restrict visitors, guests, and/or vendors until the transmission of COVID-19 is no longer a threat.

- i. Permittable.** Personnel who are conducting business with the office, such as vendors.
- ii. Non-Permittable.** Personnel who are not conducting business with the office, such as friends and family members of patients and/or clients being treated (and/or receiving services).

III. APPOINTMENTS FOR TYPE OF CARE

In order to limit the possibility of transmission of COVID-19, we are limiting the number of personnel in the office to **no more than nineteen (19) people at a time, in the Lanham, Maryland office**, located at 9418 Annapolis Road, Suite 100, Lanham, Maryland 20706, including the staff, volunteers, and/or independent contractors until the transmission of COVID-19 is no longer a threat. Therefore, when we schedule patients

and/or clients, we do not schedule no more than three (3) in a thirty-minute (30 minute) time slot. In other words, only scheduling six (6) patients and/or clients per hour, unless the patients and/or clients travelled together in the same vehicle (e.g. family members, and/or friends coming to the office together for treatment and/or services).

a. Acute Chiropractic Care

Regarding acute chiropractic care, it is defined as when the patient receives acute but short-term treatment and/or services for **severe musculoskeletal injury** (such as whiplash injury or fall); or exacerbation (or flare-up) of a chronic musculoskeletal condition (such as chronic back pain, arthritis, etc.), and/or a new musculoskeletal injury. The goal is to reduce the patient's symptoms from becoming worse or chronic.

We will accept appointments for patients and/or clients who are acute during the COVID-19 outbreak.

b. Chronic Chiropractic Care

Regarding chronic chiropractic care, it is defined as when a patient receives chronic long-term treatment for a chronic, recurring, pre-existing or long-lasting musculoskeletal conditions (such as chronic neck or back pain lasting for 3 months or greater). The goal is to maintain the patient's symptoms and to reduce the chance of disability and/or the need for surgery.

We will accept appointments for patients and/or clients are who are chronic during the COVID-19 outbreak.

c. Wellness Chiropractic Care

Regarding wellness chiropractic care, it is defined when the patient is asymptomatic and seeks chiropractic care as a means to maintain and/or improve their posture, enhance function, reduce the risk of injury and/or to better perform activities of daily living and/or recreational activities.

We will accept appointments for patients and/or clients are considered wellness and/or maintenance during the COVID-19 outbreak.

d. Urgent Chiropractic Care

Regarding urgent chiropractic care, a condition is considered urgent for chiropractic care if it requires immediate attention but is not life-threatening. In the case of chiropractic care, the following are examples of conditions that may be considered urgent chiropractic care:

- Hours after a muscle or joint injury (such as a work injury, motor vehicle collision, or sports injury) that visibly impairs the person's ability to move, walk, or stand.
 - For example, the person can walk or stand without assistance and/or may be able to continue to go to work or school after the initial injury occurs.
- Inability to walk, stand or sit for more than 30 minutes with localized pain – even after taking prescribed and/or over-the-counter medication.

For life-threatening emergencies, call 9-1-1 or go to your local Hospital Emergency Room!

Examples of a life-threatening emergency includes, but are not limited to:

- Signs of a heart attack, including severe chest pain or shortness of breath
- Signs of a stroke, including numbness or weakness on one side of your face, body, or slurred speech
- Severe head injuries
- Severe abdominal pain
- Coughing or vomiting blood
- Series burns
- Deep cuts or bleeding that will not stop
- Sudden blurred vision or difficulty seeing
- Sudden slurred speech or difficulty understanding
- Seizures
- High fever
- Poisoning
- Pregnancy-related health problems or childbirth
- Any other life-threatening injuries
-

IV. OTHER INFORMATION

a. Personal Protective Equipment (PPE)

i. PPE for Team Members (including staff, volunteers, and independent contractors).

To reduce the possible shortage of PPE for our team members, patients, clients, guests, visitors, and vendors will not have access to any PPE. The point of the PPE is to ensure that our team members are properly equipped with gear, as they are the ones who are at a high-risk of being contaminated. It is our responsibility to protect our team members from exposure to pathogens by providing appropriate PPE.

ii. Storage of PPE

If there is a shortage of PPE, we may reduce our hours of operation to restock.

iii. Bring Your Own PPE if you like.

Feel free to bring and use your own personal protective equipment (PPE) as masks and gloves to wear while you are in the office.

V. HOW YOU CAN REDUCE THE SPREAD OF COVID-19

- a. Stay at home if you are sick or feeling sick.

- b. Practice good hand hygiene, respiratory hygiene, and cough/sneeze etiquette.
- c. Avoid contact with people who are sick and/or who have weakened immune systems.
- d. Avoid touching your face, eyes, nose, and mouth.
- e. Clean, wash, sanitize, and disinfect your environment – home, work, and vehicle regularly.

VI. KEEP UP THE GOOD FIGHT!

We appreciate your understanding during the time of uncertainty. We are confident that we will make it through this health dilemma. Stay positive. Stay strong.

- a. Drink hot tea or hot water with lemon.
- b. Gargle with salt water, in the morning and evening.
- c. Stay hydrated. Drink water through the day, every 15 minutes, to keep your mouth and throat moist.
- d. Use gloves when pumping gas, using ATMS, exchanging packages, checking mail, in the grocery stores, etc.
- e. Avoid wearing shoes in the house. Take them off at the door.
- f. Stay home. Do not visit other people houses, if you do not have to.
- g. Make a trip to the store at least once a week to restock all essential supplies.

VII. CONTACT OUR OFFICE(S)

If you have any questions or concerns, please feel free to contact us.

Below the contact information for our Lanham, Maryland office:

- a. **Lanham Location:** 9418 Annapolis Road, Suite 100, Lanham, MD 20706
- b. **Main Phone:** (240) 264 – 6372
- c. **Main Email:** info@drtiffanybutler.com
- d. **Main Website:** www.drtiffanybutler.com

For more updates, visit our Facebook Page at www.facebook.com/drtiffanybutler