

March 2020



TOCA Message to Our Patients:

Patient Q/A for Coronavirus

Q: What happens if I cancel an appointment at the last minute due to respiratory illness symptoms?

A: There will be no penalties for cancellations and missed appointments related to respiratory illnesses until further notice. Please be sure you call the office to cancel so your appointment time can be used by someone else.

Q: How do you know if other patients have it? I don't want to be exposed to the virus.

A: At the time of scheduling and any reminder calls we are asking all patients to cancel their appointment if they have signs of illness and if they have traveled recently. Patients who exhibit the criteria will not be scheduled until they are past the two-week incubation period.

Q: What steps are you taking to make sure the clinic is germ free?

A: We always have patient safety in mind and disinfect all surfaces on a regular basis, regardless of the coronavirus outbreak. All staff washes their hands with soap and water regularly and use hand sanitizer in between treating patients. This is being reinforced daily. Our staff wears gloves during specific procedures, such as trigger point dry needling. We request that all patients and staff wash their hands frequently, refrain from touching their face, and use hand sanitizer between patients.

We are taking all cleaning and hygiene precautions recommended by the CDC.

Q: If I have a cough can I come in for my appt?

A: If you are experiencing any sickness, please wait to schedule an appointment until you are fever-free, without the use of fever reducing medication or other symptom reducing medication, for 24 hours.

If you have fever or respiratory symptoms such as cough or shortness of breath and have either traveled internationally in the past 14 days or had close contact with someone who is suspected or confirmed to have coronavirus, please consult with your primary healthcare provider prior to scheduling or attending an appointment.

Q: What if I traveled outside of the country lately- can I still come in for my appointment?

A: If you have traveled to a country with a COVID-19 outbreak, please wait until 14 days after you have potentially been exposed to the virus to schedule a therapy appointment.

Additional information is available on the [CDC website](#).

Your safety and well-being are our greatest concern. Please let us know if you have additional questions.