



Please contact our office regarding our working hours, as we may have restricted hours in the upcoming weeks.

Amidst concerns of the COVID-19 (Coronavirus,) we want to keep our community informed of measures we are taking during this unpredictable time. We want to assure you that our clinic stays up to date on guidelines by the WHO, CDC, and Health Department for best practices on safety.

Patient, staff, and visitor safety is our top priority and part of the OakBend Medical Center mission. Since the emergence of cases of Coronavirus (COVID-19) in the U.S., we have intensified our disinfectant protocols to provide our patients and personnel with a clean and germ-free atmosphere. We will be using multiple types of disinfectant on all surfaces between every patient encounter and throughout the day including aerosol disinfectants. Please be mindful if you have sensitivities to these aerosols.

➤ **We will be screening all patients, staff, and visitors daily and rescheduling those with risk factors:**

- Immunocompromised
- Fever of 100.4 or higher **and/or** experiencing flu-like symptoms, cough, shortness of breath
- Heart disease
- Over the age of 60
- Diabetes (especially those who are poorly or uncontrolled diabetic)
- Have been in contact with someone confirmed positive for COVID-19
- Have traveled outside the US in the past 2 weeks, or to any hotspot areas in U.S. (California, New York, Washington, Massachusetts)
- Pregnant women
- Lung disease

➤ **We will be closing our clinic and reception area to everyone but patients, except for the accompanying parent or guardian of a patient that is a minor. We have rearranged our lobby to enforce social distancing. We ask that there is no gathering at the front desk, which allows us to help one patient at a time.**

➤ **We ask that all visitors, patients, and staff diligently participate in hand- washing and sanitizing. Cover your cough or sneeze with a clean tissue, dispose of it and immediately wash your hands for at least 20 seconds.**

This is an evolving protocol as we adapt to the changing needs of our community. Thank you for your understanding in this unprecedented time. Know that we are just as concerned about our patient's well-being as we are our own families! We will continue to update our patients when new CDC, WHO, Health Department, APTA, TPTA, and AOTA guidelines are available.

Sincerely,

OakBend Balance and Neuro PT

(713)223-1800