



COVID-19 SAFE OPERATING PROCEDURES

These “COVID-19 Safe Operating Procedures” aim to address:

- How we will make every effort to limit direct contact and maintain social distancing.
- How we and our patients will use necessary PPE and other CDC recommendations for safety.
- Primary reliance on telemedicine when appropriate.
- Patient and Employee Screening.
- How we will address patients and employees who may have been exposed to SARS-CoV-2.
- How we will protect our at-risk populations (older adults, immunocompromised adults).

Normal Practices in the Clinic (PRIOR TO COVID OUTBREAK)

- An acupuncturist’s treatment location should be kept clean and sanitary.
- A sink with hot and cold running water must be located in or near the treatment rooms. Liquid hand soap and paper towels must be available at hand washing stations. Alcohol-based hand sanitizers may also be available.
- Any paper or disposable material used as a covering on a chair, seat, couch, or treatment table shall be discarded after use. Any reusable material should be clean and should not previously have been used in connection with any other patient unless laundered before reuse.
- All working surfaces should have a smooth, impervious surface, be in good repair, and be cleaned with a suitable disinfectant at least once a day and whenever visibly contaminated or whenever a patient may have contaminated the surface by coming in contact with the surface directly.
- Treatment tables and chairs need to be disinfected between each patient visit.
- Reusable medical equipment must be disinfected between use on patients per CDC guidelines.
- All needles are sterile, single use, and disposed of after treatment per CNT requirements.

Additional (NEW) COVID-19 Measures:

- **Safety Officer:** AcuBalance has an appointed a Safety Officer to ensure all safety guidelines and to stay current on emerging CDC/public health recommendations & guidance.
- **Additional Cleaning:** More robust cleaning procedures will be done during opening procedures, closing procedures, and in between appointments.
- **Emerging CDC Guidelines:** Any and all new CDC recommendations will be incorporated as instructed by the Kentucky Department of Public Health.

Appointments & Patient Guidelines

- **Prioritize Telemedicine:** Telemedicine will continue to be our first choice for appointments in the early phases of re-opening; if the patient cannot obtain necessary relief with telemedicine or home care recommendations, then they will be allowed an in-person appointment.

- **“Parking Lot Waiting Room”**: Patients will not loiter in the waiting room – they will pull into the parking lot and the provider will call or text them to receive them for screening.
- **Patient Screening**: All patients will be screened for symptoms of illness prior to clinic entry. Any symptomatic patients will be referred to their primary care physician immediately and not seen for treatment.
 - Patients with known or probable exposure will follow CDC guidelines regarding testing, self-quarantine, and treatment if they are exposed, believe they are exposed, or exhibit respiratory symptoms before being seen for treatment.
 - **Screening Questions** (to be filled out and signed by patient)
 - Fever (patient will have temperature taken upon arrival and noted in SOAP notes)
 - Do you or anyone in your household have any of the following symptoms: cough, fatigue, malaise, shortness of breath, loss of smell or taste, nausea, diarrhea, sore throat, or flu-like symptoms?
 - Have you or anyone in your household recently traveled or had possible exposure to COVID-19?
 - **COVID-19 Informed Consent**: You will be required to sign an additional statement that states you have been (1) presented with these new safety measures in writing, (2) recognize that AcuBalance is abiding by CDC & Public Health recommendations to negate exposure and spread of COVID-19, (3) that you consent to treatment under these circumstances.
- **Patient PPE**: Patients are required to wear cloth masks while in the facility. Patients will keep shoes on until in treatment rooms.
- **Handwashing**: Patients will be asked to wash their hands (hand sanitizer is acceptable) upon entering the building and before leaving.
- **Staggered Appointments**: As an additional measure we will use a “staggered” approach to eliminate patient interaction and have ample breathing room in between appointments.
 - We will NOT be doing online scheduling at this time. Please contact us directly to request an appointment. By contacting us via phone or email
 - INFO@ACUBALANCEKY.COM
 - Office: 502-742-8613
 - If you have direct contact information for Colby or Andrea, feel free to reach out to them directly.
 - We ask patients come alone to their appointments unless they require a caregiver.
 - **A NOTE ON APPOINTMENTS**: Since we are significantly paring down our capacity for in-person appointments, we ask that you make every effort to keep your appointments. We will always be understanding of emergent situations, but consistent no-shows will be subject to a cancellation fee and be required to pre-pay for their future appointments.
- **Vulnerable Populations**: Our protocols as a medical office approach every patient as if they are an at-risk patient. We believe the staggered approach will provide adequate protection to

vulnerable populations. However, we may consider designating certain days or shifts to vulnerable populations.

- **Social Distancing:** Patients will remain at least 6ft apart from practitioner(s) and employee(s). Exceptions will be made during acupuncture treatment, screening, and checkout.
- **Checkout:** Patients will remain in room and be brought up for check out, so check out will be one at a time. When possible, a virtual platform will be used for check-out.
 - **Square Invoicing:** we may invoice you prior to your appointment via email, which will allow you to pay for your appointment from your phone or computer.
 - We use **Venmo:** You can send money before/after treatment, or we'll make a request
 - If a virtual check out isn't possible, we will accept payment via cash, check, or credit-card.

Provider(s)/Employees(s)

- **Social Distancing:** Providers and employees will remain at least 6ft apart while at work, the only exception being while they are providing the acupuncture treatment. Providers will also reduce "social conversation" during treatment.
- **Handwashing:** Handwashing is already essential to what we do; providers and employees will continue to wash hands:
 - Upon entering clinic
 - After opening cleaning procedures
 - Before and after touching a patient (Providers will be the only ones touching a patient)
 - Anytime a surface or body (including self) is touched
 - Before and after closing cleaning procedure
- **Provider PPE:**
 - Scrubs or professional equivalent with lab coat or similar covering, gloves (during treatment), surgical masks, and close toed shoes.
 - This is subject to change pending CDC & Governmental guidelines
 - Providers will review proper techniques for donning/doffing PPE.
- **Non-Medical Employee PPE:**
 - Professional clothing, closed toed shoes.
 - They will wear an appropriate facial covering when they are in proximity to each other, providers, and patients. Surgical masks are preferred when available but suitable cloth masks are acceptable.
 - Providers will review proper technique for donning and doffing PPE with employee.
- **CDC Recommendations for Exposure:** Providers & employees will abide by most current CDC recommendations regarding testing, self-quarantine, and treatment if they are exposed, believe they are exposed, or exhibit potential symptoms. Providers & employees will report temperature daily to the Safety Officer.