

Covid-19 Precautions

SICK/SYMPTOMATIC PATIENT POLICY:

IF YOU ARE FEELING SICK OR EXPERIENCING ANY COVID-19 SYMPTOMS, PLEASE CANCEL YOUR APPOINTMENT ASAP (WITH 12 OR MORE HOURS NOTICE IF POSSIBLE).

We will not treat anyone who is sick or symptomatic. If you are sick or symptomatic, please stay home, contact your primary care provider and/or get tested for Covid-19.

COVID-19 SCREENING:

By attending an appointment at our office, you are confirming that your answers to the following questions are all **negative**:

1. In the past 24 hours, have you experienced any of the following new symptoms that you cannot attribute to another health condition:
 - Fever equal to or above 100.4°F
 - Cough
 - Chills
 - Shortness of breath
 - Sore throat
 - Body aches
 - Headache
 - Loss of taste or smell
 - Diarrhea, nausea and/or vomiting
2. Have you traveled recently? All patients must adhere to the Maine travel order.
3. Have you been in close contact with anyone with Covid-19 within the past 14 days?

If you responded in the negative to all of the above questions, you are almost ready for your appointment.

COVID-19 SAFETY PROCEDURES:

We have updated our clinic policies and procedures to make our facility as healthy and safe as possible for all patients and staff. We are closely following CDC guidelines for healthcare facilities. Our new safety procedures include:

- **ALL PATIENTS WILL BE SCREENED FOR COVID-19 PRIOR TO THEIR APPOINTMENTS.**
- **All patients and staff are required to wear masks/face covering over their nose and mouth the entire time they are inside our facility. Masks must be one either double-layer cotton, surgical, KN95 or N95 without a valve. Masks with valves, bandanas, neck gaiters and scarves are not allowed.**
- We no longer provide blankets. If you need one, please bring your own.
- Please wait outside. We will let you in at the time of your appointment.
- The waiting area is closed to all patient companions. Please ask anyone accompanying you to your appointment to wait outside of our building.

- Upon entering, your temperature will be taken with a touch-less thermometer and you will be asked to clean your hands either with hand sanitizer provided or by washing your hands. We have a newly installed extra sink in the hallway.
- You may pay by check (made out to DECA) or cash. **If you plan to pay with cash, you must bring exact change.**
- All recliners are at least 6 feet apart. Our capacity has been reduced to half of our capacity pre-Covid-19.
- Vinyl recliner covers are sanitized after every single use and all sheets are laundered after every single use.
- Common surfaces are sanitized frequently throughout the day, and alcohol-based hand sanitizer is available for you to use as needed.
- HEPA air purifiers are placed strategically throughout the clinic, and windows/doors are open as often as possible, weather permitting.
- **Treatment times will be limited to 45 minutes.** If you'd like a shorter treatment (i.e. 30 minutes), that's fine, just let us know.
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CANCELLATION/RESCHEDULING POLICY UPDATES:

WE REQUIRE 12 HOURS NOTICE IF YOU NEED TO CANCEL OR RESCHEDULE AN APPOINTMENT TO A LATER TIME OR LATER DATE.

TO CANCEL/RESCHEDULE YOUR APPOINTMENT(S): If you booked on-line, you may cancel/reschedule using our [online appointment scheduler](#) up to 24 hours ahead of your appointment. You may also call us at (207) 479-2944 if you need assistance; if we don't answer the phone, please leave a message as we check messages regularly.

If you miss an appointment or cancel or reschedule it to a later time or later date with less than 12 hours notice, then you will be charged \$20.

PLEASE HELP US TO CONTINUE HELPING YOU AND OTHERS:

Online scheduling is always available! **Please make, cancel and reschedule your own appointment with our [on-line appointment scheduler](#) whenever possible.** If you require assistance, please call (207) 479-2944. Please be responsible about arriving right on time.

Thank you for your understanding, respect and consideration.