



## **Pinnacle Kidz COVID-19 In-Office Visit Policies and Procedures**

We look forward to seeing you in our office for your next physical therapy appointment. We have modified our schedule to allow for minimal contact with anyone other than your individual provider and have taken protective measures as outlined by the American Physical Therapy Association (APTA), Centers for Disease Control (CDC), California Department of Public Health (CDPH) and Occupational Safety & Health Administration (OSHA) in order to protect you, your family, and our staff as we continue serving our community. Please review our policies and procedures prior to resuming or initiating in-office appointments with us.

- All adult caregivers who enter our office will be required to wear a face covering at all times. Disposable face masks will be available for purchase for anyone who needs one. Patients between the ages of 3-12 years old are encouraged to bring a face covering and wear it during appointments to the extent that it is safe and reasonable given their individual circumstances.
- Staff are required to wear face masks during the entirety of all patient encounters. Staff may choose to also wear protective face shields, eye protection, and/or gloves for patient contact.
- We request that **only one caregiver** accompany each patient to in-office appointments to reduce the number of people in the office at any given time. We also ask that **siblings do not attend appointments** if at all possible. If your family has unique needs that require additional family members to be present during patient appointments, please contact us.
- Please arrive to your appointment at your scheduled appointment time. Your provider will meet you at our front door to escort you to your assigned treatment area and will ask you to immediately use hand sanitizer or wash your hands with soap and water. If you arrive early, please consider waiting outside or call our office if you require early entry to prepare for your appointment. Our **waiting room will remain closed** until further notice.
- Staff have been training in hand hygiene protocols as outlined by the Centers for Disease Control (CDC) and are required to practice hand hygiene using soap and water or hand sanitizer before and after each patient encounter and throughout treatment sessions as necessary.

- All patients and/or caregivers attending appointments will be required to answer a pre-appointment health screening questionnaire and have a temperature check via a contact-less thermometer. All staff are also required to pass a daily health screening questionnaire and perform daily temperature checks. Any patient or caregiver who does not pass this screening, will not be allowed to proceed with the scheduled appointment. Likewise, any provider who does not pass this screening will not be allowed to proceed with in-person appointments as scheduled. In either case, future appointments will be rescheduled to virtual/telehealth sessions until at least 14 days after the health screening is passed by patient/caregiver and provider.
- Please respect your appointment end-time to allow our staff the opportunity to thoroughly disinfect your treatment area before the next patient appointment. We will do our best to accommodate patients who arrive late to appointments, but in most cases we will be unable to extend appointments beyond the allotted time.
- Staff have been training in source control and disinfection measures as outlined by the Centers for Disease Control (CDC) and are required to thoroughly disinfect all surfaces using EPA (Environmental Protection Agency) approved disinfectants in-between patient encounters.

Your safety is our highest priority and we appreciate you and the trust you have placed in us. Please contact us if you have any questions at [info@pinnaclekidz.com](mailto:info@pinnaclekidz.com) or 415-654-5324. We look forward to seeing you soon!