



## BVPTS Re-Opening

We hope this message finds our patients, clients and community staying safe and sound as we navigate what seemed unimaginable just 2 months ago. It was just over 5 weeks ago that we made the difficult decision to close our doors due to COVID-19 and shift over to Telehealth Physical Therapy visits for the safety of our patients and staff. At that time, it was difficult getting supplies like sanitizer and disinfectant, and challenging to know what the right barriers were to fight the spread of this challenging disease. At this point, as an essential business, we are now more confident in our ability to mitigate the spread of the disease, and will be re-opening the clinic on **Monday, May, 4<sup>th</sup> 2020**. We have been able to receive shipments of disinfectant, sanitizer, and masks that will allow us to return to delivering the quality care you have come to expect.

While we have been able to help our patients through video conferencing, we have been looking forward to getting our patients back in the clinic to see them in person, utilize our manual skills, and have access to the clinical equipment that Telehealth doesn't allow. In order to provide our in-person treatments safely, we are implementing some additional policies and procedures for the safety of our patients and staff, in addition to the community, in hopes of not contributing to the spread of the disease. Some of these changes you may not even notice during your visit, and while we hope these changes will be temporary, we want to be able to put our patients minds at ease by making these adjustments to how we formerly operated.

- We will be operating with a limited schedule of only 1 patient/hour to begin to decrease the number of people in the clinic.
- Patients and staff will be asked to take their temperature in the morning, and we ask that patients let us know if anyone develops a fever greater than 100.4 F. If possible, temperatures may be taken in the office.
- In accordance with the Gov. Baker's recommendations, we will be wearing masks when working closely with our patients.
- We will continue with hand washing per CDC regulations and frequent sanitizer use.
- We will continue with the office modifications that were made prior to our closure to keep chair and treatment tables spaced 6 ft apart as well as keeping exercising patients separated.
- We will continue to clean any, and all, equipment used during a treatment with medical grade disinfectant.

During your visit, we will need your understanding and cooperation with some of our other changes to our typical procedures:

- All patients will need to complete a COVID questionnaire upon entering the office, asking about symptoms, testing, and if they have been in contact with anyone with symptoms. If anything changes in subsequent visits, please let us know.
- We ask that patients come in with their own masks, if possible. We will have a limited amount of cloth masks for patient to borrow in the clinic.
- We ask that only the patient come in for the visits, and do so at their scheduled time to avoid congesting the waiting room. Chairs are spaced 6 feet apart for everyone's safety.
- We ask that payments be made on-line when possible, we do have a new credit card system offering the ability to simply tap the card on the reader, and receipts will be e-mailed.
- For paperwork that isn't completed on-line and is completed in the office, the clipboard and pen will be placed in a to be cleaned box that will then be disinfected.
- Scheduling can be completed over the phone or by the therapist to avoid congestion at the front desk.
- Patients that are high risk will be recommended to utilize Telehealth.

At present, our Wellness Gym will remain closed in accordance with state regulations, but we developing plans to allow our members to safely return to working out, as soon as possible.

We thank all those that have reached out in support and those that have supported us for the past 30 years. We appreciate all those that have expressed their confidence in returning to our office with our typical cleanliness and attention to detail. We will continue to do all that we can to provide a clean and safe environment for our outstanding therapists to provide the exceptional physical therapy care you expect from us, as we all adjust to our new normal.

Sincerely,

Eric M. Connolly, MSPT  
President  
Blackstone Valley Physical Therapy Services, Inc.