



CENTER POINT
ACUPUNCTURE WITH ELIZABETH

Hello,

I hope this letter finds you and your family in good health. Our community has been through so much over the last few months, including for some of us, losing people we love to Covid-19. Even if we have not experienced illness or death of a loved one, I know we are all missing hugs, smiles and just being able to spend time with friends and family. And I know we are all looking forward to resuming our normal habits and routines, including regular acupuncture treatment.

While many things have changed, one thing has remained the same: my commitment to your safety and well-being.

Ever since I began treating patients 15 years ago, I have had a strong focus on making my patients comfortable in the treatment room. That is why I have table warmers, blankets, heat lamps, eye pillows, and the other cozy features you have come to depend on when you visit me for acupuncture.

Of course, infection control has always been a priority for my practice and in my facility. Many of these processes have been done in the background in the past, so that when you receive my care, it is both safe *and* comfortable. Due to the worldwide pandemic of Covid-19, I must implement additional infection control procedures to keep patients and staff safe.

My office follows infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the CCAOM (Council of Colleges of Acupuncture and Oriental Medicine, a national body that provides training in infection control for acupuncturists and the schools we train in) and of course, the Maryland Department of Health and Mental Hygiene, my licensing body. I have been closely following these agencies to make sure that my infection control procedures are current and adhere to each agencies' recommendations. I strive to exceed the basic standards these agencies require.

While my business has been closed, I completed a training and certification in Infection Control for Healthcare Providers and a course on Covid-19 and Contact Tracing through the Johns Hopkins University School of Public Health. I have enhanced my clinic's Infection Control Manual to include updates and conducted a safety meeting for all the practitioners and staff who work with me in the office at Center Point.

For the foreseeable future, my office will communicate with you via telephone or email beforehand to ask some screening questions. It is mandatory that we speak with you 24 hours before your visit to conduct this pre-visit screening. You will be asked those same questions again when you are in the office and at every visit.

You will experience many changes when it is time for your next appointment. I made these changes to help protect my patients, my staff and myself. These new procedures are REQUIRED for anyone entering the office, and are as follows:

- All patients will enter in the main entrance door, at Suite 119, and exit through the door marked “Exit” so that we maintain proper distancing.
- Everyone who enters the office will use the hand sanitizer placed just inside the entrance. You will also find some in the reception area and other places for you to use as needed.
- We will take your temperature when you enter the office. If your temperature is above 100.4, I will ask you to leave the clinic and we will reschedule your visit.
- I will waive all late cancellation fees for anyone who must reschedule because of their temperature or their responses to the prescreening questions.
- You must always wear a mask while in the office, as will I. If you already have a cloth mask, that might be sufficient to meet the standards. If your cloth mask does not fit snugly around your nose and cheeks, or if for some reason you do not have a mask, I will provide a surgical mask for you.
- For the time being, we will not be using the waiting room at all, to comply with distancing requirements.
- Appointments will be managed to allow for appropriate distancing between patients. That might mean that you are offered fewer options for scheduling your appointments. In addition, to allow enough time for cleaning the rooms between patients, your appointment time may have been moved slightly earlier or later (usually by 15 minutes) to accommodate everyone who is already on the schedule.
- You must arrive 15 minutes before your appointment time, and then call the office at 301-277-9020 or text me at 240-601-9571 to let us know you have arrived. We will ask you the required screening questions over the phone. You will wait in your car until we have your room clean. I will also have some folding chairs set up just outside the office if you would prefer to sit and wait there instead. Once the room is ready, we will call to let you know you can come into the office.
- Although in the past I have discouraged my patients from prepaying copayments, during this time, I will allow you to prepay a month’s worth of copayments if you would like to minimize the number of times you have to use the credit card terminal. Electronic payments are preferred, although of course, I will still accept cash and checks.
- I have a new terminal that provides for contactless transactions. If your credit or debit card has the “)))” symbol on it, you can just touch it to the new machine. The new terminal also allows for email receipts. We will clean and disinfect the terminal after each use, since you will sign with your fingertip. If you have your own stylus, you can use that to sign. I can provide you with a stylus pen you may keep and reuse at each visit since we can no longer reuse pens.

- At each visit I will ask you to sign a special consent form acknowledging that you understand there is a certain risk involved in coming into a medical office. The form also includes the same screening questions I asked you over the phone or in an email prior to your visit. Please initial your responses to the questions and sign and date the form.
- I will do my best to allow sufficient time between patients to reduce waiting times for you, as well as to limit the number of patients in the reception area at any one time.
- Once in the treatment room you will see that the upholstered chairs have been removed and replaced by chairs that we can thoroughly disinfect after each patient. In addition, there are no longer linens on the tables. We will be using paper coverings on the tables, paper drapes, and paper pillowcases. If you desire a 'space blanket' for warmth, I will give you one that we will fold, seal in a bag, and designate for your use only. I will also be wearing gloves during my interaction with you in the treatment room.

It will take time for us all to get used to these changes and I ask for your patience as implementation might not be as smooth as I would like. If you have any questions at all regarding the changes or about your health and safety while visiting my office, please reach out to me by telephone or email (Elizabeth@CenterPointHealing.com).

I am so looking forward to seeing you again. To make an appointment, please call my office at 301-277-9020, email my assistant, Lena@CenterPointAcu.com or visit my website at www.CenterPointHealing.com.

Thank you for being my patient. I value your trust and loyalty and look forward to welcoming you back!

Sincerely,

Elizabeth L. Fellows, L.Ac