



To: All Patients
From: Michelle Babcock, PT, MSPT; Chief Experience Officer
Date: Wednesday, April 6, 2020
Re: COVID-19 Response Update

Dear Valued Patient,

I hope you are healthy and well!

The daily developments regarding Coronavirus (COVID-19) are on the top of everyone's mind right now. Please know that the health and safety of you, our teams, and the community is our first priority at Spooner Physical Therapy.

Our clinics are still open for physical therapy and hand therapy! In the Arizona State executive order issued in March, physical therapy and occupational therapy are outlined as essential services within healthcare operations. We are here to serve you, our patients, for your musculoskeletal needs, whether that be in person or from afar. In fact, we would much rather you see your therapist for your back pain, post-operative care, or your work injury, for example, than to expose yourself to a hospital environment that is already overwhelmed with critical patients. We know that good musculoskeletal health is critical to keep you active to stay healthy, to reduce-pain, and to get you back to work.

While we cannot ensure a virus-free environment, I would like to update you on what we can do as a community, and the additional steps we have taken at Spooner Physical Therapy for the safety and health of our employees, patients and the community.

What we can do together, as a community:

If you have recently traveled out of the state, **please stay home for 14 days** once you enter Arizona. This is a CDC recommendation due to the current status of the global outbreak.

If you have been in close contact with someone with confirmed COVID-19, **call your healthcare provider before proceeding with therapy** and tell them about your exposure and symptoms. They may recommend isolation.

If you are **experiencing illness of any sort**, please do not proceed with your in-clinic therapy until you no longer have symptoms.

Please **refrain from bringing visitors** into the clinic with you during this time period. We would appreciate it if they wait outside or simply drop you off and pick you up for your appointments.

The CDC always recommends everyday, preventative action to help prevent the spread of respiratory diseases, including:

- Wash hands often with soap and water for 20 seconds or more.
- Avoid touching eyes, nose, and mouth.
- Stay home when you are sick.
- Cover coughs and sneezes.



- Clean and disinfect frequently touched objects and surfaces.

What Spooner Physical Therapy is doing:

Spooner Physical Therapy continues to monitor the Coronavirus (COVID-19) situation and agrees to adhere to the guidelines as directed by the Centers for Disease Control (CDC), Occupational Safety and Health Administration (OSHA), and the World Health Organization (WHO).

- We have increased measures of sanitization and cleaning in our clinics, which includes all surfaces, equipment, and supplies. In addition, we have removed magazines and non-essential signage in our front offices, as well as patient sign-in sheets.
- Our employees are adhering to the same transmission precautions as our patients and visitors regarding travel, contact, and illness.
- We are intentionally reducing the number of individuals in an area by spreading out the scheduling of appointments, limiting visitors, and maintaining space when feasible. We have also temporarily discontinued gym memberships, as well as personal and group training services.
- We have an Infectious Disease Prevention Policy in place for all employees that has been recently reviewed and updated.
- We have implemented a body temperature screening process for employees, patients, and visitors and are in the process of rolling it out at all clinics.

Options if you can't make it into the clinic:

We understand your decision to remain at home is personal and that there are many factors involved. If your situation requires you to cancel your appointment during this period, you will not incur a cancellation fee.

In fact, if you *do* remain home, we want to make sure you don't lose track of your care plan. Our therapists are providing Telehealth PT visits through video calls.

To take advantage of Spooner Telehealth PT:

- [CLICK HERE](#) to request an appointment.
- Call the Spooner clinic closest to you and **set up an appointment.**
- If you are already a patient, **email your therapist** directly or **message them** in the home exercise program app.

Our therapists will meet you right where you are to keep you moving and healthy!

Please know that the entire team at Spooner Physical Therapy is committed to your health and safety in all ways.

Thank you for trusting our team as your healthcare partner!

In Health,

Michelle Babcock, PT, MSPT



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