

VEGAS *Family* CHIROPRACTIC

COVID-19 UPDATE – May 27, 2020

A note from Dr. Adrienne: I'd like to take a quick moment to say THANK YOU to all of our patients. These past few months have been stressful and unpredictable for everyone. Since re-opening the office on May 1st, we have been met with an abundance of friendliness, gratitude, and overall understanding from our patients during this chaotic time. As our office procedures continue to change and adapt as the world around us does, we appreciate your patience and willingness to adapt along with us. Trust me, your friendly faces are what keep us going every day! Also, HUGH shout out to my amazing team (Sammy, Marcia, Hollie, Melissa, Nicole, Katherine, Shaunna & Katie). These ladies have really stepped up during this chaos and proved that we've got a definite power team that is willing to roll with the punches and keep things moving smoothly in the day-to-day. I absolutely love what I do and that I get to help people keep moving, but I truly could not do what I do without my team! They keep everything moving forward so that I can focus on patient care, and for that, I am truly grateful! Now, on to the changes that are coming!!

GENERAL OFFICE UPDATES & REMINDERS:

- Appointment risk-based scheduling restrictions have been lifted. We continue to have reserved hours for our high-risk patients (patients age 65+, patients under age 2, patients with compromised immune systems, pregnant patients, etc.) on Mondays and Thursdays. Rest assured, we continue to take every precaution to ensure a safe and healthy office environment at all times.
- Our hours continue to change based on appointment needs. We appreciate your patience as we navigate this chaotic time. Generally, our team is working longer than normal days to ensure that all appointment requests can be accommodated. If you call the office and reach our voicemail, please leave a message and we will return your call ASAP.
- We value your time, and work hard to keep on schedule to prevent unnecessary wait times for our patients. In order to do this, it is important that all patients arrive on time and prepared for their scheduled appointment. In order to keep the number of individuals in the office to a minimum, we ask that you arrive no more than 5 minutes early. If you arrive earlier, you may be asked to wait in your car until our waiting area can accommodate you. Additionally, if you arrive more than 5 minutes later than your scheduled appointment time, you may be asked to reschedule. Additionally, if you are unable to make your scheduled appointment time, we ask that you notify our office ASAP. Most days, we are operating with patients on a wait list and we would love to accommodate them if possible.
- As a healthcare facility, we are obligated to adhere to recommendations from the CDC, local health authorities, and state and local officials. This includes taking steps to minimize the risk of exposure by screening all individuals who enter our office. When scheduling, and upon entry to the office, you will be asked a series of questions and a temperature screening will be performed. If you have a positive response to any of the screening questions, you may be asked to reschedule. Every individual who enters our office is required to undergo this screening process, including staff members. This is to ensure the health and safety of our patients and staff members. We appreciate your honesty and cooperation with this process.
 - If you have any of the following symptoms, we ask that you seek evaluation from your primary care physician prior to being seen in our office: fever, unexplained cough, sore throat, shortness of breath, unexplained fatigue or flu-like symptoms.
 - If you have recently travelled outside the local area, we ask that you wait 14 days prior to being seen in our office.
 - If you have been in contact with someone who has tested positive or is presumed positive for COVID-19, we ask that you wait the recommended 14 days prior to being seen in our office.

- Remember, these screening procedures are designed to protect our patients and staff members. Due to the nature of the work we do, we are routinely exposed to high-risk individuals and are obligated to take every precaution to protect them during this unprecedented time.
- **A note regarding travel:** As summer approaches, and more travel destinations prepare to re-open, we want to remind you of our current travel policies.
 - If you travel outside the local area, we ask that you wait 14 days after your return to the Las Vegas area to be seen in our office.

MASSAGE UPDATE:

With the State of Nevada prepared to enter Phase 2 of re-opening this week, we are excited to bring massage therapy appointments back to the schedule beginning Monday, June 1st. Please note, there will be some changes to ensure the health and safety of our patients and staff. All changes are outlined below. If you have any questions or concerns, please feel free to give our office a call at 702-209-2722.

HIGHLIGHTS:

- We are currently booking only 30 and 60 minute sessions beginning Monday June 1st. We will continue to schedule Myofascial Mini Sessions.
- Therapists **are** required to wear a face mask for the duration of the session.
- Patients **are not** required to wear a face mask during the massage session.
- To schedule an appointment, please call the office (702-209-2722) or submit an appointment request on our website (www.vegasfamilychiropractic.com). If you submit an appointment request, you will receive a phone call from our scheduling team within 48 hours.
- Our online scheduler remains unavailable at this time due to the current scheduling restrictions.
- If you currently have a massage session scheduled for the month of June, you will receive a phone call from our scheduling team this week to confirm/reschedule your appointment.
- All expired coupons, gift certificates, etc. will be honored through the end of the year.
- If you previously purchased a massage package, please read below.

DETAILS:

- **SESSION LENGTHS:** Current state regulations require the use of face masks by all staff (including massage therapists) at all times during patient care. Due to the physical nature of massage therapy and the limitations masks pose on comfortable breathing, we will only be booking 30 minute and 60 minute massage sessions for the time being. After much consideration for our therapists safety, we have determined that longer sessions are not a viable option at this time. We do plan to bring 90 minute and 120 minute sessions back in the coming months as restrictions are lifted. Also, we appreciate your patience as our therapists re-build endurance after a 10+ week break from massage, and as they adjust their working conditions to accommodate face masks. Some sessions may require the therapist to leave the room momentarily to breath some fresh air and grab a drink. Should this be necessary, they will communicate with you. Rest assured, you will not lose time from your massage session for therapist breaks – our sessions are always based on hands-on time.
- **MASKS:** Patients are not required to wear face masks in the office. However, based on CDC and SNHD recommendations, we do recommend everyone wear a face mask when proper social distancing cannot be maintained (minimum 6' of distance). Massage patients will not be required to wear a face mask during the massage session, as the conditions of the session are generally not conducive to face coverings. However, you are welcome to wear a face mask/covering if you choose. Rest assured, our therapists will be properly masked for the duration of your session for your protection.
- **DISINFECTION:** We continue to make cleanliness and proper disinfection a top priority in the office. Because of this, appointments will be staggered to allow for adequate time to disinfect between patients. As always, our massage sheets and linens are thoroughly washed after each use. Additionally, we continue to disinfect all contact surfaces (chairs, tables, equipment, etc.) between each patient interaction. Also, our staff practices proper hand hygiene (including routine hand washing and sanitization between patient visits).

- **PACKAGES:** The terms of our packages do not generally allow for swapping of session lengths (i.e. if you purchased a 90 minute package, you cannot use it toward a 60 minute session). However, due to the constantly-changing procedures surrounding the COVID-19 Pandemic, we are prepared to make some accommodations as needed. If you previously had a 90 min or 120 min package that you wish to convert to a 30 or 60 minute package, we will be happy to do so. Simply let our front desk staff know, and we will be happy to transfer the remaining balance from your previous package to a new package at your request. You are more than welcome to keep your previously-purchased package for future use, as these sessions do not expire.

Vegas Family Chiropractic's Massage Therapy Team

