

## HEALTH WITHIN CENTER COVID-19 POLICY

### ESSENTIAL HEALTHCARE OPERATION

As a healthcare clinic, Health Within Center is considered an essential business that provides services that are recognized to be critical to the health and wellbeing of the city.

Our practitioners are classified as primary care providers (PCPs) in the state of CA, who provide essential care, including, but not limited to, managing acute and urgent pain and musculoskeletal conditions. These services are critical for helping triage and manage cases that otherwise may end up in emergency rooms. These services also help keep healthcare providers, first responders, and critical infrastructure in place, including transportation that supports the delivery of healthcare and food supplies during the COVID-19 pandemic.

### WHAT WE DO TO KEEP YOU SAFE

Our clinic shares the public health responsibility of slowing the transmission of COVID-19. We are employing strict hygienic practices at every point of patient contact and are following all current prevention recommendations provided by the CDC, OSHA, WHO, and the LA County Department of Public Health.

To that end, we want to update you on the safety measures that we have enacted in response to the COVID-19 outbreak. We appreciate your cooperation in adhering to these new policies.

- **Screening for symptoms:**
  - Upon arrival to the clinic, all staff and patients will have their temperature taken by a non-contact thermometer and will be asked a series of screening questions. Testing is also available for heart rate and oxygen saturation levels.
  - Anyone presenting with symptoms will be asked to wait to reschedule their appointment until after they are cleared from quarantine.
  
- **Following social distancing protocols:**
  - During check-in and service administration, all interactions will be kept to a minimum.
  - Patients will be taken directly to a treatment room to allow for optimal social distancing.
  - We will be staggering appointments to allow for proper disinfecting and social distancing.
  - Patients arriving early will be asked to wait outside or in their car until their appointment time.
  - Family or friends accompanying the patient to their appointment must wait outside of the clinic, either in their car or practicing social distancing outside.

- **Disinfecting and cleanliness measures:**
  - After every treatment, every table, linen, and surface touched in the treatment room will be disinfected, washed, or replaced.
  - We will be continuously disinfecting all high-contact surfaces including the reception area, bathroom, doorknobs, tables, and payment system.
  - Upon arrival, patients will be asked to wash their hands and/or use hand sanitizer.
  - Patients will be asked to place all personal belongings in a plastic bin inside the treatment room that can be easily disinfected.
  - As always, staff and clinicians will be washing their hands and/or using hand sanitizer before and after every patient interaction.
  
- **Personal Protective Equipment (PPE):**
  - All patients will be required to wear a face mask within our facility and throughout the treatment. If a patient's face mask does not meet appropriate standards as mandated by the county of LA, they will be provided with a new disposable face mask.
  - All staff and clinicians will be wearing face masks, gloves, and/or face shields, which will be replaced or sanitized as appropriate.

We do not take this situation lightly and are doing what we can to support our patients while minimizing risk to all involved. We will continue to closely monitor state and local health authorities and will promptly comply with any changing guidance or mandates.

#### RESOURCES

Centers for Disease Control and Prevention (CDC):

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/steps-to-prepare.html>

Los Angeles County Department of Public Health:

<http://www.ph.lacounty.gov/media/Coronavirus/>

Occupational Safety and Health Administration (OSHA):

<https://www.osha.gov/Publications/OSHA3990.pdf>

World Health Organization (WHO):

<https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf>