



Dear Ortho Sport Physical Therapy family,

Your well-being is of the utmost importance to me and our team. We follow precautions developed by the Center for Disease Control (CDC) to protect both the health of our patients and our team.

We sanitize all clinic tables after each patient visit as well as continual disinfection of commonly touched areas around the clinic and the waiting areas. We use hospital grade disinfectants that kill all known infectious diseases, including COVID-19.

We have been closely monitoring the development of COVID-19 and are taking extra precautions to ensure your safety. During the outbreak we will be modifying our usual procedures in accordance with the guidance from the Center of Disease Control (CDC) and our local and state governments.

**To help us keep you and others safe, we will ask that all patients and families observe the following procedures:**

If you, the patient, have any symptoms of illness including coughing, sneezing, body aches, shortness of breath, or fever of 100 or above, please call our office to reschedule as we will be unable to see you for your appointment.

If you, the patient, have been exposed to someone known to have COVID-19, suspected to have COVID-19, or have traveled internationally within 14 days of your appointment, please call to reschedule.

**To observe social distancing and reduce the number of affected people in the office, we will observe the following:**

While our goal is to greet all patients and family warmly, our team is refraining from shaking hands. We will continue to practice thoughtful, careful hand sanitation between patients. This habit has always been in place.

We ask that patients coming in for an appointment, come in on their own and family members remain in their car. If you need assistance, please call the front desk and we will be happy to send a staff member out to assist you.

For routine billing, scheduling and financial questions, we ask you to call or email our office in lieu of personally coming into the office.

**Intensified Office disinfection procedures:**

In addition to our routine hospital grade clinic disinfection, the reception room, treatment clinic and commonly touched areas such as door knobs, light switches, sink faucets, etc. are being disinfected multiple times throughout the day.

All magazines, business cards and candy that cannot be disinfected have been removed from the waiting area.

Pens will be switched out and disinfected between each use.

I have spoken in depth with my team about this virus, including how it is transmitted and its common symptoms. While we understand and share the community's concern, please know that we are taking every precaution and will remain open this week. It appears that sometime in the next few weeks, it is likely we too will temporarily close as the virus' peak approaches. You can have confidence that patient care and safety are our top priorities above all during this current health situation.

Sincerely,

Joseph Howley, PT

If you have any questions or concerns please call our offices at:

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