

9/19/2020

Dear Patients,

This email is to inform you of steps that we are taking at the office to maintain a safe environment for you, your family and ourselves. Please read it in entirety. It brings us much joy to know you and to be a part of your healthcare team. We appreciate your trust and your friendship over the years and continue to be thankful for each of you.

Here we go...please do not come to the office if you or any of your household members or close contacts are experiencing fever, cough, shortness of breath or respiratory issues of **any** kind – please call us and we will help you determine a safe timeframe in which to reschedule your appointment. If you have travelled out of the country in the 2 weeks prior to your appointment, please let us know as we may ask you to reschedule your appointment until after 14 days have passed. Please do not bring any guests into the office for your appointment unless necessary. We have staggered our schedule to the point where you should not have to wait in our lobby if you show up to your appointment on time. If you prefer to wait in your car and communicate with us regarding your whereabouts via your cell phone, that works also.

Upon entering the office, you will be asked to wear a face covering. You will also be asked to wash your hands or used the provided hand sanitizer. We will check you in via the computer, no sign in sheet. We will be checking temperatures of all who enter as well as asking you to answer a few questions regarding any recent infectious symptoms of you and your household members/close contacts, your recent travel and your recent contact with anyone who may have been diagnosed or is suspected to have COVID-19. We hope these measures do not offend you. We are trying to strike a balance of providing a comfortable safe environment and not being prying or disrespectful.

We are repeatedly cleaning the office with EPA approved COVID-19 cleansers and are cleaning the tables between all patients with the same. We have added a Phenomenal Aire Cold Plasma Generator to our HVAC system to help keep the air in the office clean. We have also rearranged our lobby and all our treatment rooms to maintain six feet of distance between you and our staff most of the time you are in our office.

Due to personal health issues, when we interact with you, our staff will vary on whether a cloth face covering, face shield, or neither will be used. Because we assure limited wait time and 6-foot distancing in the lobby, the front desk person may not be wearing a face covering of any sort. In the patient treatment rooms, where social distancing is more of a challenge; we will always wear either face masks or face shields. If it is your preference, we will always be willing to wear a face mask when we interact with you. If that is the case, please try to let us know ahead of time so we can be prepared. We will monitor our own health, daily temperatures and risk factors accordingly and take appropriate action if needed.

We have all experienced the well-being provided by regular chiropractic care and acupuncture treatments. They can be imperative for many to preserve their level of physical activity which is so helpful in maintaining healthy mind and body. In order to further help you we also have a full variety of high quality oriental herbs and traditional immune system support products such as elderberry syrup; vitamins A,C, and D; oregano oil capsules; colloidal silver and more.

If you have any questions or concerns (or complaints 😊), please call the office at 828-837-1821. Our goal is to provide services to you, your family and friends as long as we can safely so. If it ever becomes necessary for us to close, we will be back at work as soon as possible using the same standards as described above.

Very Sincerely,

Edie Spence, D.C.