

At Geer, we will continue to provide the highest level of quality care providing the safest environment to protect the safety of our employees and patients.

As a result of the COVID-19 pandemic, we have made the following significant changes to our protocols:

1. **Government Directives:** We follow all updated policies by our local and federal agencies. We will regularly adapt our operations according to the safeguards they outline as best practices. We understand it is our obligation to abide by the highest levels of sanitation and safety standards.
2. **Non-Touch Digital Thermometers:** When entering our clinic, we now insist that both employees and patients allow us to perform a non-touch digital temperature skin. Once a temperature reading is verified under 100.4°F without the recent ingestion of fever reducing medications, patients and employees may proceed to work or therapy. This reduces our collective exposure to potential infection.
3. **Masks and Gloves:** As advised by the CDC, our employees are utilizing both masks and gloves in our clinic during treatment. When arriving for therapy, we ask our patients to use a facemask or covering when entering our clinic for treatment. This measure helps control the spread of viral components that may be shared by speaking coughing or sneezing. If you are not able to obtain a mask, please call the office before entering the clinic.
4. **High Traffic Touch Points:** We have adjusted our check-in procedures to eliminate as many potential contact points as possible. This begins when you enter our clinic, where our first directive is for all employees and patients to immediately wash their hands with sterile soap. Our check-in procedure is now completed behind a glass window whenever possible and we have minimized the use of pens and paperwork. Digital check-in's and survey tools such as tablets are sterilized after every use. High traffic touch points such as door handles sink faucets and light switches are regularly wiped down. Rehab equipment is disinfected after every use between patients.
5. **Telehealth Services:** We are now offering telehealth services as an option or an adjunct for traditional physical therapy services. This may be particularly helpful in cases where transportation/weather is an issue, convenience and when someone may have significant health issues.
6. **Communication:** We will consistently communicate to make your experience amazing and easy.

At the Day of your Visit:

1. Please arrive in the parking lot in front of the clinic entrance 5 minutes before your appointment, then call the office at 860-824-3820. Leave a message if we are unable to answer.
2. If necessary, you may wait outside the front door on our bench.
3. No visitors except for a caregiver or parent/guardian of a minor.
4. If you need to complete paperwork on your 1st visit, arrive 30 min. before your scheduled appointment.
5. You will be asked a series of questions regarding your recent health.
6. If applicable, you will be instructed to pay for services at this time using a credit card over the phone.
7. After being screened, our staff will instruct you to enter the waiting room using a mask.
8. Once in the waiting room, you will have your temperature taken using a non-touch digital thermometer.
9. You will be permitted to enter the clinic when the therapist is ready and will bring you back to the treatment area.