



Hello Camellia City Acupuncture Family,

I hope this finds you and your family in good health. While many things have changed, one thing has remained the same: my commitment to your safety and health. By its very nature, acupuncture requires close and sometimes skin-to-skin contact and you should be familiar with the fact that infection control has always been a top priority in my practice. As we navigate life with additional requirements and modify existing measures due to the coronavirus, please help me to support all of my patients by cooperating with some new requirements. My practice will follow practice guidelines recommended by the Council of Colleges of Acupuncture and Oriental Medicine (CCAOM), the National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM), along with infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). I will go over that more below. With that being said, you will see some changes when it is time for your next appointment.

Now for the new regulations. In order for us to stay in compliance with federal and state-mandated guidelines, we have made some changes. If any of the new regulations make you uncomfortable, then please delay booking with me until you are comfortable.

New Guidelines:

- *I will communicate with you before your appointment and ask you specifically about your potential exposure to COVID-19 and your current health. **IF YOU ARE ILL OR SHOWING ANY SYMPTOMS YOU MUST RESCHEDULE.***
- *Upon arriving for your appointment, you must wait outside the office front door. The front door will be locked. Please ring the doorbell which is located on the left-hand side of the door to let me know you are here.*
- ***You must be wearing a mask at all times once you enter the office.** If you are unwilling to wear a mask, then please do not schedule until the office policies have changed.*
- *Upon arrival, I will ask you a few questions regarding your current health to clear you for treatment.*
- *Street shoes are no longer allowed in the office, so please bring socks or booties to walk around in. Shoes can be left outside the front door or you can bring a bag to put them in.*
- *If necessary, please use the restroom before treatment.*
- *Personal grooming such as hair brushing or applying makeup will have to be done outside the office.*
- *I will offer you hand sanitizer before your acupuncture session.*
- *If you develop any symptoms of illness or if you feel ill in the office, I will terminate the treatment. There is no penalty for canceling your appointment due to illness.*
- *I am required to have each person come in alone. You cannot bring children, friends, or partners with you. For patients that have a spouse or caretaker that brings them, please*

contact me to discuss options. There can be no waiting inside our office. I must maintain a 1:1 ratio at all times.

- *Concerning payments, I will be the one operating credit card payments on the day of treatment. I still accept checks. I can also accept payment via Zelle or Apple Pay.*

I have a new in-depth mandatory disinfection process of our entire treatment area between all patients. We will not be able to chat or visit after the session like we once did. I will need to collect payment, rebook, and escort you out so I can begin the cleaning process. I am sorry about this! This is also the reason why punctuality will be more important than ever. Appointments will be cut short if we jeopardize running into the set sanitation time.

***I know this sounds like a lot! Believe me, I know!** It is important that we all comply in order for me to remain open. Thank you so much for your compliance. Thank you for your patience. Thank you for all of the support during this time. If you have questions please feel free to contact me.*

In health,

Dr. Gena