

Mission Peak Physical Therapy – Updated Policies and Procedures regarding COVID-19

Updated: 12/03/2023

At Mission Peak Physical Therapy, we want you to know that we place the safety of our clients and staff as the highest priority. We would like to keep you updated on our current policies and procedures regarding COVID-19, also known as Coronavirus, and we will continue to update these policies and procedures as appropriate as the situation continues to develop and evolve.

Screening for Illness:

1. If you are experiencing any symptoms of illness (this includes fever, cough, sore throat, aches, chills, loss of taste/smell), prior to your in-person appointment, please stay home and cancel your appointment. Per our cancellation policy, there are no cancellation fees for appointments missed due to illness. If you arrive to your appointment and it is determined you do have these symptoms, we will kindly ask you to leave and your appointment will be cancelled.
2. Mission Peak Physical Therapy is following CDC guidelines for length of isolation to determine readiness to return to physical therapy after a positive test.

Cleaning Procedures:

1. Mission Peak Physical Therapy only provides one-on-one treatment, meaning your therapist will not have other clients in the office during your appointment time. To help limit the number of people in the clinic at any one time, we ask that you do not bring anyone with you to your appointment unless they are your caregiver, needed for language or mobility assistance, or a parent/guardian for a minor.
2. Mission Peak Physical Therapy performs regular cleaning and disinfecting of examination and treatment equipment used in the clinic. All linens are changed after single use as well.
3. We will ask all clients to wash their hands upon entering the clinic. Therapists will perform appropriate hand washing measures before and after each client appointment as well.

Delivery of Care:

1. We are offering in-person visits and utilizing procedures as defined in this document for the safety of our employees and clients.
2. Additionally, we are offering Telehealth/Online Appointment through a HIPAA compliant live audio/visual platform offered by Jane Appointments, the software already used by Mission Peak PT for appointment booking and documentation. This option has been available since March of 2020. Many insurance companies have expanded their benefits to allow members to utilize Telehealth services for physical therapy care during the COVID-19 pandemic. We will verify eligibility and benefits for all clients prior to utilization of Telehealth.
3. We will continue to offer Telehealth services and advise clients to continue to utilize this service if they are in high-risk categories for COVID-19, live with/care for someone who is high-risk, or if they have any concerns about coming into the clinic for an in-person appointment.

4. Effective April 3, 2023: Washington State Department Health will end the Secretary of Health Mask Order, which required universal face masking for all health care facilities.

- a. Mission Peak Physical Therapy will no longer require masking in our facility.
- b. Patients may continue to wear a facemask during their appointments. Patients may request that their Physical Therapist wear a facemask during their appointments as well.
- c. Mission Peak PT reserves the right to request patients and visitors to wear a facemask as necessary to follow infection prevention and control guidance.

Precautions regarding Mission Peak Physical Therapy Staff:

1. Mission Peak PT staff and volunteers will be practicing all appropriate measures for hand hygiene and disinfecting surfaces contacted at the clinic as well as self-monitoring symptoms. Mission Peak PT staff and volunteers are following all CDC guidelines for quarantine and isolation following COVID-19 exposure or illness.

Updates on Policies and Procedures:

1. Mission Peak PT owner and COVID-19 safety officer, Mallory Berschauer, will continue to collaborate and seek guidance from CDC, WA Department of Health, the American Physical Therapy Association, Physical Therapy Association of Washington, and Chelan Douglas Health District and will update policies and procedures as needed to adhere to best practices for infection control and to ensure safe delivery of care.

2. If you have any questions or concerns regarding these policies and procedures, please call our office at 509-888-4088.