



Dear Patients and Friends,

As we continue to follow the current events happening regarding COVID-19, we want to reach out to let you know your health and well-being remain our top priority. We understand things are changing on a daily basis and we want to keep you informed as the situation unfolds.

As a reminder, our office remains open to support your needs. As an essential healthcare service, we understand you rely on us for your health and well-being support and we continue to be here to help you stay healthy at a time when self-care has never been so important.

HYGIENE

What We are Doing

We know there are many stressors surrounding the COVID-19 virus and we want to inform you of the steps we are taking at this time. In addition to our current high standards of cleanliness and hygiene, we will be taking extra precautions to ensure we are providing a safe environment for our patients, staff, and doctors.

As always, we are disinfecting our hands between each patient encounter, and we will be disinfecting high contact areas throughout the day, including both treatment and non-treatment areas in the office. Treatment tables, therapy tables, and equipment are disinfected after each patient encounter.

We have modified our schedule to space out appointments to minimize traffic and support social distancing in the office during treatment hours. If you feel more comfortable, call us from the parking lot, we will check you in and call you when it is time for you to be seen.

Lastly, we have proactively removed all magazines, books, and children's toys from the office as an extra precaution to remove any unnecessary risks to you and your family.



What You Can Do

At this time, only patients are allowed in the office. Unfortunately, visitors are not permitted in the office unless the patient is a minor or the patient is in need of assistance. **Please wear a mask. Face covering are required in the office.**

When you first arrive at the office, we ask you to please disinfect your hands by either using hand sanitizer or washing your hands thoroughly. Next, a doctor or one of our staff members will take your temperature (using a touch free device) as a part of the check-in process. Before you enter any of the treatment areas you will be required to, again, wash your hands thoroughly with soap and water.

Please know we are limiting the number of patients in the office at any given time, so please call to schedule an appointment at 804-784-0161 to help in this effort. Additionally, we ask you to please follow current social distancing guidelines when you are in the building.

Remember, taking care of your health has never been so important, both body and mind. Please call our office or speak with us directly during your visit if you have questions about this information or ways in which you can help to keep your immune system healthy. Follow Us/Like us on Facebook at www.facebook.com/familyccr for additional updates.

If you answer YES to any of the following questions, we ask that you not enter the office and please call us to discuss any 'YES' answers:

1. Have you experienced any of the following symptoms in the past 48 hours?
 - fever or chills
 - cough
 - shortness of breath or difficulty breathing
 - fatigue
 - muscle or body aches
 - headache
 - new loss of taste or smell
 - sore throat
 - congestion or runny nose
 - nausea or vomiting
 - diarrhea



2. Within the past 14 days, have you been in close physical contact (6 feet or closer for at least 15 minutes) with a person who is known to have laboratory-confirmed COVID-19 or with anyone who has any symptoms consistent with COVID-19?

3. Are you isolating or quarantining because you may have been exposed to a person with COVID-19 or are worried that you may be sick with COVID-19?

4. Are you currently waiting on the results of a COVID-19 test?

Sincerely,
Family Chiropractic Center of Richmond