



ALLIANCE

PROSTHETICS + ORTHOTICS

At Alliance Prosthetics + Orthotics, our mission is to inspire a deep passion for setting and achieving goals among our patients with physical disabilities, in so doing helping them to recognize their inherent value and worth. While COVID-19 is presenting a new normal for our daily operations, we are committed to live our mission. Here is how we are moving forward with our mission.

COVID-19 Protocol

Here is what our team is doing:

1. If they have a fever over 100.4 degrees, they take a sick day or days until they are 72hours fever free. Every team member is taking their temperature prior to reporting to duty. If any team member or family member of a team member has COVID-19 symptoms they are required to stay home.
2. We are not traveling out of state.
3. We are avoiding touching our eyes, noses, and faces.
4. We are not going to shake hands, hug, or come into close contact on a social standpoint. We are still treating patients and will engage in common practices in the Orthotic and Prosthetic field.
5. Symptoms for the Coronavirus can be found here:
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>
6. CDC recommendations on what to do if you are sick
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>
7. We are cleaning, we are cleaning a lot!
 - a. the front lobby after any person enters in. To limit exposure, we as that non-essential family members not come to the office. Our patient population is unique. Therefore, we are allowing patients to decide who they bring.



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- b. Our practitioners are protecting themselves with a few stricter policies. We have always practiced good hygiene and solid medical procedures.
- c. We are mopping with bleach and all spaces or commonly touched surfaces are routinely disinfected.
- d. Wipe down patient bathroom after any use.
- e. Wiping down staff restroom after use.
- f. Our hours of operation are still the same but, to help us maintain the cleaning protocols listed above, we are scheduling patients strategically.
- g. All toys/books/magazines/etc. are no longer available in our lobby or patient rooms.
- h. Unfortunately, we are no longer offer self-serve coffee, water, and snacks. We can give those to patients upon request.
- i. We are leaving all light switches on during operating hours.

These are our requests from you:

1. When we call to confirm patient appointments, we are going to ask you if you have had a fever in the last 72 hours. We will also ask if you have any COVID-19 symptoms. Shortness of breath, cough, or flu like symptoms. Please know we are doing this to ensure the health and safety of our team and our other patients. Please do not keep your appointments if you or a family member is or has experienced these symptoms.
 - a. Please review guidelines on the CDC website.
<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>
 - b. And what to do if you are experiencing symptoms:



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<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

2. Please only bring essential family members to appointments. Less people in the office = less exposure. Bring whoever you must bring only.
3. We are offering in home appointments by request.
4. We are offering Facetime and or Zoom calls for recheck appointments to decide if a patient needs to be seen in the office or in their home.
5. For Cranial helmets we are offering facetime appointments for rechecks if they are having no significant issues. Because this is a time sensitive issue. We ask that we creatively continue the appointment schedules in order to ensure patient success.