

studio | helix

Physical therapy · Fitness · Movement arts

October 8, 2020 update

Policies and Procedures

To ensure the safety and well-being of everyone entering Kate Faulkner Physical Therapy during the time of COVID-19, please see the below updates to our Policies and Procedures regarding in-person appointments.

- I will communicate with you via email before your appointment to ask you specifically about your potential exposure to COVID-19 in questionnaire form.
- Please return your questionnaire to me via email (studiohelixnoho@gmail.com) before your scheduled appointment.
- To enter Thornes Marketplace, only THREE entrances are open to the public at this time: the main Main Street entrance, Armory Street entrance and the Skywalk entrance via the parking garage.
- At the door of Studio Helix, I will use a no touch thermal temperature screening to confirm you don't have a fever. I will also test your blood oxygen level with a pulse oximeter.
- I will ask if you have developed any symptoms of illness since we last spoke. If you feel ill on the day of your session, there is no penalty for canceling your appointment. Physical therapy is not advised if you have symptoms of illness.
- Please bring and wear a face mask while you are in the building and during your treatment. I will also wear a mask.
- Please bring or wear clean socks to walk through the Studio.

- Please bring only essential items on your person to your appointment (leave extra bags, etc. in the car/home).
- Please do not use your cell phone during your time at the Studio, unless needed.
- After giving a verbal intake at a social distance in the Studio, please refrain from talking, unless essential.
- I will ask you to sign an Informed Consent form that states, *“I understand that close contact with people increases the risk of infection from COVID-19. By signing this form, I acknowledge that I am aware of the risks involved and give consent to receive manual manipulation from Kate Faulkner, Physical Therapist.”*
- There is a hand-hygiene station that I will ask you to use when you enter the Studio to wash your hands. You will also find hand sanitizer in the reception area and other places in the building for you to use as needed.

I look forward to seeing you again and am happy to answer any questions you may have about the steps I'm taking to keep you, and every client, safe in my practice.

To make an appointment, please schedule, as in the past, via the studiohelixnoho.com website and choose the *In Person Physical Therapy Session* option. You can also schedule an appointment by calling me at 413-537-0328. My practice is open for in-person appointments on Mondays, Wednesdays and Fridays.

Thank you for being my patient. I value your trust and loyalty and look forward to welcoming you back to a safe, therapeutic touch environment.

Kate Faulkner, Physical Therapist