

COVID19 Safety Instructions

We have given much thought to how to re-open Points of Origin safely for you, us, Annette, and my 88-year old mom.

Thanks to technology, Annette is now our **virtual office manager**. Which means she will still be taking your calls during office hours and taking great care of you when you call to schedule.

PLEASE NOTE: When Annette calls you, she will be using our new additional Points of Origin phone line: [360-818-4764](tel:360-818-4764). When it rings through to your cell phone it might come up as “Washington” or something else that looks unusual. To make sure you do not miss a call from Annette, please go ahead right now and save [360-818-4764](tel:360-818-4764) in your phone and mark it as safe.

Please Help Us By Following These Instructions

Entering The Clinic Instructions

- Prior to your first visit back, expect a call from Peter or Lisa so that we can document in your chart a proper intake, which includes your health history over the last several months. **This will take about 15-20 minutes (unless we start talking about gardening, food, pets or our new solar powered bird bath!).** Doing this by phone also decreases the amount of time you are in the clinic.
- We ask that if you have been in contact with the public in any way (i.e. grocery shopping) that you change your clothes and shower/bathe before coming in for your appointment.
- **Please stay in your car until your appointment time** and then enter the clinic waiting room as close to your appointment time as possible. If you see someone else entering or leaving the clinic, please keep a distance of 6 feet or more until they pass you.

- You are required to wear a well-fitting mask that covers both nose and mouth fully to enter the clinic and should remain on during the entire time you are in the clinic, including during your entire treatment session. We will also be wearing masks.
- We will not be wearing gloves and do not expect you to wear gloves. We will wash our hands thoroughly many times while working with you.
- Please enter the clinic alone, unless you require assistance. If you have a driver, the driver must remain outside the clinic.
- You may not bring your children in with you unless they are the patient on the schedule. Children or pets should not remain in the clinic and/or parking lot unattended.
- Once inside the clinic waiting room, we will take your temperature with a non-contact (infrared) thermometer. **If your temperature is above 100-degrees F, contact your physician and we will reschedule your treatment for another day.**
- There will be a bottle of hand sanitizer available for your use.
- We will have a form called COVID19 INFORMED CONSENT TO TREAT ready for you to fill out and sign on your first visit back since our re-opening. We will provide a disinfected pen or you may use your own.
- We will also verbally ask these questions and document in your chart the answers before each future visit. If you have any possible COVID19 symptoms or possible exposure in the past 2 weeks, and well as any recent travel or out-of-town guests we will reschedule your appointment. You should stay home and contact your physician to determine whether testing is appropriate.
- Cancellation and no-show fees will not apply until further notice.
- We are disinfecting all surfaces and areas before and after each session, and are using the highest standards of medical-level hygiene.
- We have removed all magazines and other reading materials from the waiting room. Please avoid touching anything including any of the herbs, oils or supplement products that are in the waiting room. If you have questions about products just let us know and we will be happy to help you.

Treatment Room Instructions

- When you go to the treatment room you will notice several changes:
 - There will be a large clean sheet covering the treatment table/chair. Please

do not remove it or touch the underlying bolsters or pillows. The pillows, etc., can be arranged differently but must remain under the sheet.

- There will be a small plastic basket on the floor for you to place all of your belongings, including your cell phone, keys, etc. This basket will be disinfected before/after every patient.
- When your treatment time is over, please gather your things, touching as few surfaces as possible and leave the clinic without waiting in the waiting room.
- Please call Annette at [360-449-4500](tel:360-449-4500) or email her at info@pointsoforigin.com to schedule your follow up appointments.

Payment & Rescheduling Instructions

- Annette is now working from home and is very much involved in our day to day scheduling and operations, however she will not be at the front desk to take your payments (or chat!) Therefore, we are transitioning paying for services and products using our online payment system.
- After your visit you will receive an invoice via email that has a link to pay via a secure online system.
- If you prefer to write a check or pay with cash, please let us know and we will go over the new procedures for accepting payment in person.
- Payment is due the day of service.

We KNOW these are big changes and will take us all time to get used to. We appreciate your patience and flexibility as we work out the kinks and streamline the process.

Telehealth consultations (via video or telephone) are available. If you feel at all uncertain about coming in person, but want advice about your treatments, supplements, diet, herbs, or anything else within our scope of practice, please take advantage of the Telehealth (phone consultation) option.

We look forward to seeing you soon, and to supporting you to feel better and stay healthy.

Peter & Lisa Hanfileti, *Owners Points of Origin, PLLC*
Annette, *Virtual Office Manager Extraordinaire*
Kiwi, *Chief Howler & Sniff Expert*
Leo, *Town Crier & Food Supervisor*