

COVID-19 PANDEMIC POLICIES AND PROCEDURES FOR PATIENTS

The following procedures help us to provide care that keeps you and our practitioners safe during this time of the SARS-COV2 pandemic. Scheduling an appointment with us indicates you understand and agree to our current COVID-19 Policies and Procedures.

Appointment Pre-Screening

- Please pre-screen yourself for symptoms of new, contagious illness prior to leaving your home. If you have a fever, new onset of cough or other respiratory symptoms not associated with allergies or chronic conditions, or vomiting / diarrhea, please text your practitioner to emergency cancel your appointment. You will not be charged a late cancel fee for cancellations related to illness.
- If a family member or associate you have been in close contact with (15 minutes or more of direct, face-to-face contact without face coverings) has tested positive for COVID19, you will need to cancel your appointment and reschedule once you have completed a necessary five day quarantine without symptoms. This five day quarantine is required regardless of vaccination status. If you develop symptoms during this five day period, we advise you to get tested for COVID19 infection. Should you decline to get tested, should a test not be available or should you test positive for COVID19 symptoms, you may resume acupuncture treatment 10 days from the onset of symptoms so long as you have been fever free without the use of anti-pyretic medications for 24 hours.
- Upon arriving, you may wish you to text your practitioner before entering so that she may have your room ready and decrease the number of people in our waiting room.

Face Coverings Required

- Due to the number of immunocompromised patients who enter our space, **face masks are still required of all visitors within our medical setting regardless of vaccination status.** You will not be permitted to enter without a face mask.
- Your face covering may be temporarily removed if your practitioner needs to access a facial acupuncture point, and will be immediately replaced. At this time, patients must arrive for their appointment with their own face covering. **Patients who arrive without a face covering will have their appointment cancelled and will be charged a \$50 late cancel fee.**

Reduced Contact in the Office

- Human to human contact over prolonged periods of time is the primary source of COVID-19 transmission. The CDC considers human to surface contact and shortened human to human contact time to be low risk for transmission at this time, however a small possibility of transmission may exist. KMA is committed to reducing transmission risks through rigorous cleaning methods and reduced contact protocols.

- **Only patients with a scheduled treatment are permitted inside our facility.** Additional family and friends should stay home or remain in the car during your treatment. *Members of the same household who receive treatment may be seen in the office at the same time - please contact your practitioner directly to schedule.*
- You may enter our clinic via the glass entrance door that opens to the exterior of the building along the fence. You will exit through the back solid door of our clinic that opens to the interior hallway of our building. This back door is kept locked so that patients do not accidentally enter through this door at this time. By using one door to enter, and a different door to exit, we will continue to improve physical distancing between patients in the clinic common spaces. If you have accessibility conditions that require you to enter through our interior door, please notify us and we can gladly let you in through the back door.

Arriving for Your Appointment

- You will be asked to wash your hands with soap and water for 20 seconds. Please wash your hands at the sink in our waiting room upon your arrival and use the provided towels to dry your hands. You may then sit in our waiting room until your practitioner is ready for you.
- Though our bathroom facilities are available for emergency use, because these areas are in a high contact, public location within our building, **we strongly recommend that you use your own toilet facilities before coming to your appointment.** If you prefer to use the bathroom in our building the code is 173. If you need to use our bathroom, please do so prior to entering the waiting room for your treatment.
- **We ask that you securely lock as many of your personal items in your vehicle as is reasonable and bring only the absolute essentials, such as your keys and wallet, etc. into the clinic.** You will be provided a *small* tray for personal items that has been sanitized between each patient. Please leave your water bottle, food items, and large bags or purses in your car or at home.

Contactless Payment

- At this time, we will utilize a contactless payment system built into our online Schedulicity scheduling software. **You will be asked to securely store a credit card on file the next time you book your appointment.** This card holds your appointment and will not be charged until after your appointment. Once a week, our billing agent Colleen will process your card on file for your deductible, copay, coinsurance, and / or the package price of any treatments you had the prior week. For this reason, your card will not be charged the day of your treatment. You will see a delay of several days to a week.
- Questions about your treatment charges or account? Want to pay by check or cash instead? Please contact our billing agent Colleen directly: billing@kunlunmtn.com

Updated Cancellation Policy

- Due to the limited availability of appointments, we maintain a wait list for appointments. Therefore, out of courtesy to your practitioner and other patients, *all cancellation policies will be strictly enforced.*
- We ask that you cancel your appointments by the close of business the day prior to your scheduled appointment time. You may cancel your appointment via our online Schedulicity portal (24 hours in advance of your treatment), an email to appts@kunlunmtn.com, a phone call to our voicemail: 410-224-2328, or a text message to your practitioner.
- Late-cancel and no-show appointments will be charged a \$50 fee to the credit card on file.
- At this time, patients who arrive for their appointment without a required face covering will be sent home and charged a \$50 late cancel fee.
- It is important that you do not come to our clinic if you have any symptoms of infectious disease or you have been in contact with a COVID-19 positive or suspected positive patient. If you are feeling ill, please immediately contact your practitioner to cancel. NO cancellation fee is charged for cancellation due to illness.

By scheduling a treatment, you acknowledge that you understand and will abide by these policies and procedures.

Last Updated Jan 7, 2022. Policies subject to change per applicable COVID-19 State of Emergency State and Local Regulations