

MCNERNEY AND ASSOCIATES NEWSLETTER

An Update on Clinical Operations

Greetings valued patients,

We are looking forward to the opening of the clinic on **Monday May 4, 2020**. Here are some updates on our operating procedures and clinic modifications that have been instituted to maintain your safety and social distancing as we provide for your Physical Therapy needs:

- 1. Arriving for your appointment:** Please call the office at **410-740-1047** when you arrive and remain in your vehicle until one of our staff members invites you to enter. We are installing an automatic door opener for the suite to avoid use of door knobs. We invite you to arrive **up to 5 minutes** prior to your appointment time as we will be taking additional safety measures prior to the start of treatment which include the following:
 - a. We will scan your **temperature** with a touchless thermometer.
 - b. We then will ask you to **sanitize your hands with hand sanitizer** prior to proceeding to your therapist's room.
 - c. In keeping with Gov. Hogan's order, we ask that you arrive wearing a face mask and keep it on through your appointment time. If you arrive without a mask, you may purchase one from our front desk. Our entire staff will be masked as well.
- 2. Waiting Room:** There will be **no sign-in sheet**. We will make every attempt to minimize the number of people in the waiting room and keep everyone well-distanced from each other. However, there will still be a limited amount of chairs in the waiting room if you should need to sit for medical reasons.
- 3. Front desk activities: Copays** will be collected at each visit. PLEASE note, for new patients all necessary paper work is on our website, **vm-pt.com**. We require that you bring **already completed** paper work to minimize time spent in the waiting room. Please bring your own pen for signatures, etc. Our front staff will be wearing masks, and one-time use gloves as they handle your credit and insurance cards and paperwork. Gloves will be discarded between patients.
- 4. Scheduling appointments:** Please **call our office to schedule** your appointments. Our front staff will be more than happy to assist you.
- 5. Use of Gym Equipment:** We will be limiting use of gym equipment to comply with social distancing practices. This may impact your treatment plan, but not to worry. Your physical therapist excels at creative exercise instruction. All equipment will be cleaned and sanitized after each use.

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While the clinic has been closed for patient care, we have been busy making improvements to the office space. You will notice fresh paint, bathroom remodeling, installation of touchless faucets and soap dispensers, and minor reorganization strategies.

We truly appreciate your dedication to McNerney and Associates and are excited to be working with you again. Please be patient with us as we implement these new procedures in efforts to keep everyone safe and healthy. If you have any questions or concerns, you may email your personal therapist or the clinic directly at vmpt@ymail.com.

Best regards,

The McNerney and Associates Team

Questions, Comments,
Concerns? Reach out!



410- 740- 1047



vmpt@ymail.com

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