

A Message from High Pointe Therapy

As a valued member of our High Pointe family, we appreciate the trust you place in our team with your health and therapy needs. As the concerns about coronavirus and the coronavirus disease (COVID-19) intensify, we want to update you on the steps we have taken to ensure the health and safety of our team and patients.

Education: We have used validated resources such as the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety & Health Administration (OSHA) and the US Department of Health to educate our team and to develop our policies. We updated our [website](#) early last week with reliable information you can trust.

Screening: We are now screening all patients about their travel over the past 30 days, general health and the health of others they are associated with before entering our waiting areas in an effort to decrease exposure risks to our team and patients. You can view that screening tool [here](#).

Infection control: Many of you know we are neat freaks at High Pointe (thanks to Amanda) and have been for years. This is not new to us. We are continuing to sanitize all workspace and patient care spaces on a consistent basis. Our one-on-one model is ideal to minimize unnecessary traffic in the clinic and ensure patients have their own space to complete treatment. We have continued to be diligent about the use of hand sanitizer and have asked all patients to wash hands and/or sanitize hands right when they walk into the clinic as well as when they leave the clinic. **Starting Monday, March 16th, 2020, we are requesting the parents of all pediatric patients to stay in their car if siblings are brought to their child's treatment session.** Please set an alarm 5 minutes before your child's treatment session ends to come back in the clinic to meet with the therapist. We are well aware this virus does not affect children in the same way it affects adults but children are very efficient spreaders of germs!

Telehealth: We now have [telehealth](#) (remote) treatment available to our patients. This is the ideal way to continue your therapy progress without physically coming into our clinic. Please talk with your therapist about whether this is an option for you or your child. While the technology is ready to go, some insurance payers are lagging behind. We are happy to check your insurance benefits regarding telehealth/telemedicine coverage. Medicare currently does **not** pay for telehealth/telemedicine services for physical therapy.

Minimize the demands on our healthcare system: Research has shown time and time again that early access to physical therapy is the most cost efficient and effective way to manage many musculoskeletal injuries. In the State of Tennessee, you can directly access physical therapy services without first going to your physician. Please do not overwhelm emergency departments or urgent care centers with your low back pain, shoulder injury, or ankle sprain. Those issues are (and always have been) best treated by physical therapists. We are here and ready to assist you!

We will continue to employ procedures to minimize the spread of COVID-19 according to the CDC and other credible authorities and will keep you informed of any changes in protocols.

Jessie Carter, PT, DPT