

# Important Things to Know for your Appointment

**Any Covid-19 Symptoms?** Please do not book an in-person appointment if you are experiencing any Covid-19 symptoms or if in the last two weeks you have been in contact with anyone sick or diagnosed with Covid-19. Instead, you can schedule a phone consultation. Please still reach out to us, we have a large herbal pharmacy and up to date knowledge to help patients through illness.

**Arrive On-Time to Appointments:** We have adjusted our schedule so that patients won't cross paths with each other. However, for this to be successful, we need everyone to arrive at your exact appointment time (not early or late). If you are early, please wait in your car until your appointment time. If you are late, please call, as we may have to reschedule and charge a missed appointment fee.

**Masks Required:** By law, masks are required to be worn in all healthcare facilities. Please bring your own masks to your appointment and wear them at all times while in the clinic.

**Come Alone:** Please come alone to your appointments. No one will be permitted to wait in our reception area. If you have an assistant, such as a driver, we ask that they wait in the car during your appointment.

**What to Expect When you First Arrive:** We have set up a screening station just as you enter the clinic. Please do not cross the yellow taped line until a practitioner can screen you. Your practitioner will ask some questions and take your temperature before bringing you into a private treatment room (one table per treatment room). Please wash or sanitize your hands upon arrival and keep your mask on at all times. Do not remove your shoes when you

arrive. You will take all of your personal items with you into the treatment room and place them in designated bins that are sanitized between each patient. Please leave your jackets or bulky items in the car.

**Keeping Our Clinic Clean:** LCA practitioners, as always, will adhere to our clean needle technique guidelines. We will sanitize all surfaces and change sheets and disposable face cradle covers between every patient. You will notice that we have rearranged most of the clinic, removing all clutter and non-wipeable surfaces, to make cleanliness and safety our top priority.