

March 15, 2020 - A message from Bothell Pediatric & Hand Therapy owner, Kimberly Alquist:

First, I want to say **thank you for trusting Bothell Pediatric & Hand Therapy** to care for you as you heal. You are valued as a patient, and we respect you as a part of our family and greater community. Our Hand Clinic is presently open Mon-Fri. to continue to serve you, with our skilled and devoted staff, toward reaching your goals to create your best life.

This has been a crazy week, and the coronavirus is causing a lot of fear and unpredictability in our community. **In this time of uncertainty, one thing I do know for certain is that our clinic will remain OPEN, to serve your therapy needs.**

Your health and safety is our priority , and our goal is to continue making a difference in the lives of our patients while being mindful of healthy practices. With that in mind, we are taking the following measures to ensure continued patient safety:

1. We have **hand washing/sanitizing stations** in our lobby and throughout the clinic, and ask that you clean your hands upon entering and exiting.
2. Our amazing **support staff is sanitizing all surfaces frequently** throughout the day, and **treatment implements are sanitized after use** in therapy sessions.
3. **Upon check-in** , our front desk staff will have you sign a form asking if you have symptoms such as a cough or fever. If you do, we will refrain from your session and request that you reschedule your appointment after a quarantine time has elapsed. Please stay home if you are sick or have a fever greater than 100 degrees.
4. **WE KINDLY ASK THAT YOU GIVE 24 HOURS NOTICE TO CANCEL OR RESCHEDULE** , so that we may offer your appointment time to another patient. Thank you.
5. We have ordered **infrared non-contact thermometers** to screen staff and patients for fever, to ensure the safety of all.
6. **Social distancing** : We are working to prevent congregating in the waiting room by removing and spacing chairs ~3 ft apart.
7. We have added abundant **educational hygiene posters** for reminders for covering your cough and washing hands.
8. We have **boxes of Kleenex and sani-wipes** readily available in treatment areas, as well as **hands-free garbage cans**.
9. We have purchased **additional soap** for every sink and readily practice gel-in /gel-out procedures.

Pediatric Center

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Phone: (425) 481-1933 • Fax: (425) 481-9371



Hand Clinic

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Phone: (425) 892-2243 • Fax: (425) 908-7110

From the bottom of my heart, **I am grateful for each and every one of you** and know that we will get through these trying times together. As well as myself, our caring, dedicated therapists and staff are here to support you in your healing process.

With gratitude,

Kimberly



*Kimberly Alquist, Owner
Bothell Pediatric & Hand Therapy*

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