

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 and your family. You are valued as a patient and parent, and we respect you as a part of our family and greater community. We are presently open 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 clinics will remain OPEN, to serve you and your family's 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 and shared toys frequently** throughout the day. All stuffed animals have been removed from the treatment gym, building blocks removed from the Pediatric Center waiting room, and **the manipulative play toys are sanitized after use** in therapy sessions.
3. **Upon check-in**, our front desk staff will have you sign a form asking if you or your child 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 or your child 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. In the Pediatric Center waiting room, there are orange tape markers on the floor for spacing lines to check-in.
7. Parents who would feel more comfortable **waiting in their cars** during the appointment are welcome to. Please note the time and return promptly at the end of your child's appointment to discuss progress with the therapist.
8. **After appointments, therapists will signal the parent** (if in waiting room) from the door area to discuss the course of the session and home exercise program as you walk together through the hallway to exit OUT

Pediatric Center

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THE BACK DOOR (for improved patient flow and reduced numbers in the waiting room). If private space is needed to talk, there are additional rooms along the back hallway to talk before exiting.

9. Additionally we are looking to implement **greater use of technology for service delivery** and communicating with parents to institute greater social distancing.

10. We have added abundant **educational hygiene posters** for reminders for covering your cough and washing hands.

11. We have **boxes of Kleenex and sani-wipes readily available** in treatment areas, as well as **hands-free garbage cans**.

12. We have purchased **additional soap** for every sink and readily practice gel-in /gel-out procedures.

In addition, **we are exploring Telehealth options** for Speech Therapy initially, and may roll out for OT and PT pending insurance verifications. In line with President Trump's declaration of a national state of emergency, Telehealth has been nationally mandated to be covered by insurance. It may be a matter of time for implementation and payments by the insurance companies to take effect. For that reason, we may offer Telehealth as a cash pay option initially until the logistics are worked out. **We ask for your patience and understanding in advance with this new frontier of service delivery.** Stay tuned! We are currently working out the details and look forward to providing you with more information on this in the near future.

Also, due to school closures for the next 6 weeks, **we are implementing specialty programs** to meet the needs of our population by offering small groups, which are an opportunity for kids to work on communication, play, self-regulation and relationship skills. We invite you to enroll your child so they can sustain and bolster their skills in preparation for returning to school. More info on our [website Events page](#) .

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 and your family.

With gratitude,
Kimberly



*Kimberly Alquist, Owner
Bothell Pediatric & Hand Therapy*

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