



MASSAGE DOCTOR PLLC
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**CLINIC
 COVID/
 OPERATING
 POLICIES**

As always, Massage Doctor prioritizes everyone’s health and safety, and COVID-19 (or SARS CoV-2, or coronavirus) presents new challenges. To help minimize the risk of exposure to COVID-19, these new policies and procedures are guided by laws, regulations, and/or recommendations from local, state, and federal health and industry organizations (listed at the end of these policies). Some of these changes are significant, but necessary, for Massage Doctor to be able to offer massage therapy services.

Please carefully read this information prior to scheduling – this applies to returning clients as well.

When you schedule your session, you will be asked to confirm your understanding of this information. Massage Doctor will continue to follow local, state, federal, and industry guidance, and you will be notified of any policy changes. Let us know if you have any questions.

Goal of risk reduction

Even though our policies and procedures have been implemented to reduce the risk of spreading or becoming exposed to COVID-19, a 100% RISK-FREE environment cannot be guaranteed. It is up to clients to determine their own assumption of risk and personal responsibility to decide if massage therapy treatment at this time is in their best interest. Massage Doctor has comprehensive professional liability and malpractice insurance, and there are no exclusions for COVID-19 or communicable diseases.

In particular, if you are at higher risk of severe illness from COVID-19, consult your primary healthcare provider about whether you should have massage therapy while the virus is present in our community.

The CDC states these underlying conditions may place people at higher risk for severe illness from COVID-19:

- People aged 65+ years
- Heart conditions
- Chronic kidney disease
- Chronic lung disease
- Compromised/suppressed immunity
- Liver disease
- Moderate to severe asthma
- Diabetes
- Severe obesity (BMI 40+)

It is important to understand that because massage involves maintained and close physical proximity over extended periods of time, there may be a higher risk of disease transmission, including COVID-19. In fact, massage therapists are considered to be in a high-risk occupation for COVID exposure.

To ensure everyone’s safety and wellbeing, Massage Doctor reserves the right to refuse service to clients based on potential or perceived risk to the client and/or the therapist. Massage Doctor may require clients to have a prescription or medical clearance letter from a medical provider in order to receive massage therapy.

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Client interaction procedures

NOTE: *This information applies to returning clients as well as new clients.*

Initial appointment scheduling:

- Email or text Massage Doctor to schedule a phone call regarding your first appointment (online scheduling will be available in the future).
- You will be asked to verbally confirm that you have received, reviewed, and understand these new policies and procedures, before scheduling your session.
- Contact time – from your arrival to departure – is limited to 60 minutes, as this is the maximum recommended contact time. This means longer appointment times are not allowed. Procedures have been structured to maximize your time on the table, but your actual massage time will be under an hour but at least 50 minutes.
- Let us know if you require assistance from a partner or caregiver at your visit.

Before your appointment:

- You will receive an email confirming your appointment date and arrival time, with paperwork to complete prior to your visit.
- Complete, sign, and return the new intake information and consent forms, to ensure your health information is current and to confirm your understanding of our new policies.
- If you want us to bill your insurance, pay close attention to the insurance policies - YOU are responsible for verifying your insurance benefits, eligibility, coverage, requirements for referrals or prescriptions, and any limitations.
- This paperwork, along with copies of photo identification and any insurance cards, must be received by Massage Doctor at least one day prior to your visit.
- You can complete the forms on your computer, or print them to complete then scan and email, or email digital photos to akt@massagedoctor.com, or text to 206.226.2527.
- If you feel ill on the day of your session, there is no penalty or fee for canceling your appointment (if you do not cancel, the full no-show fee applies). If possible, take your temperature before leaving for your appointment. Massage is not advised if you have any symptoms of any type of illness or a fever (100.4°F / 38°C or above).

What to bring to your appointment:

- Bring a face mask (homemade/cloth is fine – it must cover the mouth and nose). Clients are required to wear a mask before coming on the property, throughout the visit, and until leaving the property.
- If you easily feel cold, consider bringing a blanket for your session. We are not allowed to use blankets, and table heaters cannot be sanitized, but we do have flannel sheets that can be used in multiples if needed.
- Bring your own water bottle, but please leave it in your vehicle. We are not allowed to provide refreshments, and eating or drinking during massage is discouraged.
- Do not bring anyone else with you to your appointment (exceptions for caregivers if arranged in advance). There is no waiting area, to allow for a cleaner and safer office as well as to adhere to social distancing standards. Drivers are welcome to wait in the parked car.

Client interaction procedures, continued

When you arrive for your session

- **Do not arrive early – arrive at the stated arrival time.** Be aware that because the schedule is strictly structured, late arrivals will result in a shorter massage.
- Wait in your vehicle until invited in. You can text to let us know you've arrived.
- Put on your face mask before approaching the building. If you do not have your own mask, a disposable mask will be provided to you at the porch.
- Screening and hand sanitizing are done at the front porch of the building, where there is cover from the weather and a chair is provided if needed.
- You will complete a COVID screening form answering questions recommended by the American Medical Association, regarding potential exposure to you and/or the members of your household. (An example form is attached so you know what to expect.)
- You will be scanned with a no-touch thermometer:
 - If the thermometer shows a temperature above 100.4°F / 38°C, or if there is any question about you being completely healthy, your session will be rescheduled. It is recommended that you call your primary care provider for consultation.
 - If you are screened clear, you will sign the form to confirm your understanding of COVID-related risks involved in massage therapy and waive any liability claims. At your request, a copy of the form will be provided to you via email or postal mail.
- For safety, physical touch outside of treatment (shaking hands, hugs) should be avoided.
- Discuss your health, condition, and treatment before your session, so that talking in the treatment room can be kept to a minimum.
- If you arrive wearing gloves, regulations require that gloves be removed prior to entering the building.
- You will use hand sanitizer before being escorted to enter the treatment room through the dedicated door.
- If you are unable to use hand sanitizer, you will be escorted to a sink to wash with warm water and soap for a minimum of 20 seconds.
- Clients should not open entry/exit doors – staff will open doors for clients.

At the start of your session

- After you are escorted into the treatment room, your therapist will leave the room to allow you to undress to your comfort level.
- If you need to take your mask off in this process, put it back on as quickly as possible.
- Place your clothing, shoes, and belongings in the plastic bin provided (to limit surface contact).
- Say when you are ready using a loud voice – your therapist will be outside the room door waiting for you.
- After your therapist re-enters the room, they will wash their hands with soap and water before starting treatment.

Client interaction procedures, continued

During your session

- Because a face mask is worn for the duration of the massage, safe face massage is not possible and therefore prohibited at this time. (Intra-oral or nasal massage is prohibited at this time because it increases the risk of COVID-19 exposure, but these services are not provided by Massage Doctor).
- As always, clear communication and honesty is necessary to ensure that you receive the best possible treatment. However, since droplets can be dispersed when people talk, please limit talking to communication about pressure, warmth, and comfort.
- Please do not touch your face at any time throughout your visit – if you do, it is required to use hand sanitizer again.
- Any cough, sneeze, or nose-blowing requires that you and your therapist both use hand sanitizer and ensure that any droplets are cleaned up with a sanitizing wipe.
- If you use the restroom, please close the toilet lid before flushing; wash your hands with soap; and use a paper towel to dry your hands, turn off the water, and open the door.
- Dispose of any tissues or paper towels in appropriate garbage bins.

At the end of your session

- Your therapist will wash hands again before leaving the treatment room for you to redress.
- When you are ready to leave, knock or call out to let the therapist know you are ready.
- When it is safe to do so, the therapist will re-enter and escort you out the side door to the front of the property, where you will need to sanitize your hands once more.
- Please let us know if you used the restroom, and if you have any concerns or suggestions for how we can improve your massage experience.
- If you develop any symptoms within two weeks of a visit, notify Massage Doctor immediately, as you agreed to in the consent/waiver form signed at check-in.
- You will be able to schedule future appointments online.

Payment types policies

- Please pay online before your session if at all possible.
- If insurance is billed, you will be emailed regarding the amount owed.
- If you are unable to pay before your session, contact Massage Doctor for alternate arrangements.
- If you need to pay with cash or check at your session, exact amounts are required as we are not able to make change.

Clinician health policy and practices

In addition to the safe health and hygiene practices always followed by Massage Doctor:

- Therapist will self-screen for any symptoms and check temperature daily prior to beginning work. If the appropriate criteria are not met, all appointments will be cancelled for the next 14 days, or until the therapist is medically cleared.
- Therapist will change into clean scrubs and a clean mask before each client.
- Therapist's hands will be washed with soap and water before and after seeing a client, eating or drinking, using the restroom, and touching the face, phone, computer, or paperwork.
- Therapist will use gloves during session if appropriate for any broken skin or other concerns, as well as for changing linens, cleaning and sanitizing; wash hands after removing gloves.
- In-home or on-site massage at therapist discretion: "While COVID-19 is present in a community, mobile massage/outcall massage is unsafe and therefore prohibited. Massage practitioners are unable to control the cleanliness or disinfection practices at client homes, exposing the massage practitioner to increased risk of infection" (per FSMTB). Massage Doctor will continue to re-evaluate the safety and feasibility of in-home / on-site services.

Clinic strategies for reducing risk, cleaning, and sanitizing

How the clinic is set up:

- Dedicated door has clients enter directly into treatment room, which has its own restroom.
- Walls and doors are painted with washable paint; cork flooring is antimicrobial.
- Garbage cans are no-touch/motion-sensor in treatment room and in bathroom.
- Doors and items of use are labeled with appropriate signage. Information is posted regarding hand washing, hand sanitizer use, putting on and removing face masks, etc. Signage is laminated for sanitizing; no carpet, draperies, furniture, or decorations.
- Plastic bins are provided for clients' clothing, shoes, and belongings, to limit surface contact.
- Treatment table, face cradle, bolsters, and therapist stool have hygienic vinyl coverings.
- Blankets are not allowed to be used and table heaters cannot be sanitized nor operated safely under protective coverings. Flannel sheets can be used in multiples if needed.
- Cleaned and sanitized linens and materials for the entire day are stocked before the start of the day, in a closed container inside the treatment room.
- If needed for positioning, pillows are used only for one client and then laundered/sanitized.
- Dedicated cleaning and sanitizing supplies are labeled and stored in a closed container inside the treatment room, and are EPA-approved (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>)
- Cleaning steps follow CDC recommendations (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>).
- Appointment arrival times are scheduled so that only one client is on the property at a time and appropriate cleaning/sanitizing can be completed between clients.

** Note: if two clients who live together are scheduled consecutively one after the other, and are in agreement, then sanitizing is not done between them.*

Clinic strategies, continued

After each client has left the building:

- Using gloves, and with window open for ventilation, therapist removes all used linens and materials by placing them together on top of the sheet covering the treatment table, which is then folded up over the materials so that all exposed sides are facing inward.
- Linens and materials are placed directly into the washing machine and the door of the machine is kept closed when containing linens.
- The treatment room and bathroom are cleaned if needed. Sanitizing wipes are used on all horizontal surfaces and high-touch areas in the treatment room and bathroom, including treatment table, face cradle, and therapist stool; client belongings bins; bathroom toilet seat, sink, faucet, and fixtures; interior and exterior door handles, switches, and garbage bins; exterior chair; and check-in bin including pens.
- After cleaning and sanitizing is completed, therapist will change out of gloves, mask, and scrubs; wash thoroughly; and change into new scrubs and mask before next client.

At the end of each day:

In addition to the cleaning after each client:

- All areas of the treatment room and bathroom are cleaned with soap and water and sanitized thoroughly.
- All sheets, face rest covers, pillow cases, etc., are washed with hot water, soap, and bleach; and are dried thoroughly at high temperature. Staff wearing clean clothing, mask and gloves, take clean linens directly to the treatment room and store them in a closed container.
- The floors of both treatment room and bathroom are vacuumed with HEPA-filter equipment, damp mopped with cleaning solution, and sanitized with disinfectant.
- Entry doors are then secured and marked with signage that sanitizing has been completed.

Other information – rationale on not using other specific methods:

- The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV radiation, and LED blue light against COVID-19 virus is not known. EPA does not routinely review the safety or efficacy of such devices and cannot confirm whether, or under what circumstances, such products might be effective against the spread of COVID-19.
- CDC does not recommend the use of sanitizing tunnels. There is no evidence that they are effective in reducing the spread of COVID-19. Chemicals used in sanitizing tunnels could cause skin, eye, or respiratory irritation or damage.
- The American Industrial Hygiene Association discourages use of foggers for broad application of disinfectants and says these should not be a substitute for directly applying disinfectant onto a surface.
- Massage Doctor will continue to follow local, state, federal, and industry guidance around policies and procedures, and notify clients regarding any relevant changes.

Exposure response policy

- As required by law, and as part of the consent/waiver form signed at the start of each visit, clients will notify Massage Doctor if they develop symptoms and/or are diagnosed with COVID-19 within two weeks of a visit.
- Massage Doctor will also notify clients if any person at this location within two weeks of the client's visit develops symptoms and/or is diagnosed with COVID-19.
- Information will be provided to local, county, state, and federal authorities as required.
- Contact details will only be shared if they are relevant based on suspected exposure date, and only for appropriate follow-up by authorities as required.
- Under federal regulation, the HIPAA Privacy Rule permits a disclosure of the protected health information (PHI) of an individual who has been infected with, or exposed to, COVID-19, with law enforcement, paramedics, other first responders, and public health authorities without the individual's HIPAA authorization for this disclosure.
- Massage Doctor will continue to follow local, state, federal, and industry guidance around policies and procedures, and notify clients regarding any relevant changes.

Sources of information guiding these policies

- American Industrial Health Association, https://www.aiha.org/public-resources/consumer-resources/coronavirus_outbreak_resources
- American Medical Association, <https://www.ama-assn.org/practice-management/sustainability/use-covid-19-screening-script-when-reopening-your-practice>
- American Massage Therapy Association, <https://www.amtamassage.org/about/news/covid-19-resources-for-massage-therapists/>
- ClinicSense COVID Guide, <https://get.clinicsense.com/covid-survival-guide-download/>
- Federation of State Massage Therapy Boards, <https://www.fsmtb.org/media/2319/fsmtb20200519guidelinesforpracticecovid-19.pdf>
- International Spa Association, <https://experienceispa.com/covid-19-info>
- Seattle / King County Public Health, <https://www.kingcounty.gov/depts/health/covid-19.aspx>
- U.S. Centers for Disease Control and Prevention, <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>, <https://www.cdc.gov/coronavirus/2019-ncov/hcp/framework-non-COVID-care.html>
- U.S. Department of Health and Human Services and Office for Civil Rights, <https://www.hhs.gov/hipaa/for-professionals/special-topics/hipaa-covid19/index.html>, <https://www.hhs.gov/sites/default/files/covid-19-hipaa-and-first-responders-508.pdf>
- U.S. Occupational Safety and Health Administration, <https://www.osha.gov/SLTC/covid-19/>
- Washington Department of Health Board of Massage, <https://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/MassageTherapist>
- Washington State Department of Health, <https://www.doh.wa.gov/Emergencies/Coronavirus>
- Washington State Department of Labor and Industries, <https://lni.wa.gov/agency/outreach/novel-coronavirus-outbreak-covid-19-resources>; https://www.lni.wa.gov/forms-publications/F414-168-000.pdf?utm_medium=email&utm_source=govdelivery
- World Health Organization, <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

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COVID SCREENING WAIVER [sample]

Under Massage Doctor's policies to reduce risk of exposure to COVID-19 (or SARS CoV-2, or coronavirus), screening is required for each client before every treatment session. You will need to answer the screening questions below, be screened for fever with a contact-free temperature scanner, confirm understanding of COVID-related risks involved in massage therapy, waive any liability claims, and sign the form. Upon your request, a copy of your signed form can be emailed to you. This is required for each visit until further notice.

Required COVID-19 Screening Information

Have you, or has anyone in your household:

Had any of the below symptoms in the past 3 weeks? [] Yes (check boxes) [] No
[] Cough [] Fever (100°F) or chills [] New loss of taste or smell
[] Headache [] Shortness of breath [] Muscle or body aches
[] Sore throat [] Difficulty breathing [] Nausea or vomiting
[] Fatigue [] Congestion or runny nose [] Diarrhea

Been in close proximity in the last 14 days to anyone who tested positive for COVID-19, has the above symptoms, or who is in quarantine? [] Yes [] No

Visited or been treated in a hospital, nursing home, or other health care or long-term care facility in the past 30 days? [] Yes [] No

Traveled out of town in the past 21 days? [] Yes [] No

Are you, or is anyone in your household, a health care provider or emergency responder? [] Yes [] No

Required Temperature Scan: _____

If the thermometer shows a temperature above 100.4°F / 38°C, or if there is any question about you being completely healthy, your session will be rescheduled. It is recommended that you call your primary care provider for consultation.

Consent for treatment in context of COVID-19

I understand that, because massage therapy work involves maintained touch and close physical proximity over an extended period of time, there may be an elevated risk of disease transmission, including COVID-19.

I acknowledge that I am aware of the risks involved from receiving treatment at this time, I voluntarily agree to assume those risks, and I release and hold harmless Abdul Karim Taifour LMT and Massage Doctor PLLC from any claims related thereto.

I agree to notify Massage Doctor if I develop any of the above-listed symptoms and/or have a diagnosis within two weeks of my visit. I understand my contact information may be released to authorities in the event that a COVID case or exposure occurs.

I give my consent to receive treatment from this practitioner today and understand I will need to complete this screening and consent waiver at each subsequent session.

Client signature _____ Date signed _____
Print full name _____ DATE OF BIRTH _____
month day year
Provider signature _____ Date/time signed _____

** SAMPLE - ACTUAL FORM USED AT CHECK-IN MAY BE UPDATED **