

UPPER VALLEY NATURAL HEALTH CENTER

REBECCA CHOLLET, ND

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COVID-19 POLICY – SPRING 2022

We continue to adapt our practice to the ever-changing COVID-19 pandemic and regulations while striving to provide you the best possible service and care.

- **IN-PERSON VISITS:** We are once again offering in-person appointments for patients who are up-to-date with their COVID-19 vaccinations (full primary series and boosted as age appropriate). One support person/caregiver may accompany any patient who needs assistance during an appointment.

- **HEALTH SCREENING:** All patients and approved companions must be up-to-date with their COVID-19 vaccinations and screen negative for COVID-19 symptoms and recent exposure to the SARS-CoV-2 virus prior to entering our office. Please bring your vaccination card for us to photocopy. When you arrive for your visit, please call us for a phone screening before entering the building foyer. **If you have symptoms that could be COVID-19 or if you (may) have been recently exposed to COVID-19 AND you have not yet received negative COVID-19 test results, or if you tested positive for COVID-19 within the past 14 days, you will not be able to have an in-person visit.** Instead, please call us to change your appointment to telemedicine.

NOTE OF EXPLANATION: *While we do have medical-grade, virus-filtering air purifiers in every room of our office, we don't have an extra exam room with appropriate air handling for the SARS-CoV-2 virus. As such, we cannot accommodate anyone who MIGHT have COVID-19 in our office. This is why we ask, if you have symptoms that COULD be COVID-19, if you've had a known exposure or recent COVID-19 infection, that you do not schedule an in-office appointment without first getting a negative COVID-19 test or waiting 14 days to be sure you don't have COVID-19. This policy serves to protect our staff and you, our patient community.*

- **MASKING:** All patients and approved companions are required to wear a disposable medical or KN95 mask over their nose and mouth at all times inside our office. If you do not have one, we will provide you with a medical mask. Cloth masks, gaiters and bandanas are not allowed. Drinking and eating are not allowed in our office.
 - **HAND-WASHING:** All visitors must use hand sanitizer or wash hands upon entering our office and whenever you touch your mask (or blow your nose, cover a sneeze, etc.)
- **TELEMEDICINE VISITS:** We continue to offer virtual video appointments for those who prefer a safer, more convenient way to receive naturopathic care. Because of Dr. Becky's genetic

immunodeficiency disorder, telemedicine visits are still required for any patient who is not up-to-date with their COVID-19 vaccinations.

We use a very simple HIPAA-compliant telemedicine platform called Doxy.me. We will email you this website link: <https://doxy.me/drbeckychollet>. At your appointment time, open the link in either Google Chrome, Firefox or Safari browser on a device with a microphone and a camera. At the Welcome screen, type in your name and click Check In. It's that simple!

- **NO DROP-INS:** As much as we miss seeing everyone's friendly faces, we are still conducting all business by phone and email. We request that you do not enter the office to place orders, schedule appointments, or for any other business. This allows us to control the flow of screened people in and out of our office and to keep everyone safely distanced.
- **OFFICE DISPENSARY:** Our dispensary is as fully stocked as pandemic delays in manufacturing and shipping allow. We are continuing to waive our normal \$2 handling fee for home delivery via US mail or drop shipment via UPS or FedEx.
- **CURBSIDE PICK-UP:** We have a bookshelf just inside the front door of the building for natural medicine and test kit pick-ups. Please call us in advance to pre-pay for your order and to tell us which day you'd like to pick up your items.
- **AFTER-HOURS PICK-UP:** If you are unable to pick up your order during our office hours, special arrangements can be made to leave your bag in our after-hours pick-up box outside of the building. This service is first come, first served Monday thru Friday, and we are only able to accommodate a few pick-ups per evening as the size of the box allows.

We hope that as the season progresses, we will be able to open up more fully. We appreciate your patience, your understanding regarding Dr. Becky's high risk status, and your cooperation with our COVID-19 policies.

Still smiling behind our masks,
Dr. Becky and Shari