

Orrock/Mendenhall COVID-19 Policy

Update – 3/30/2020

We at Orrock/Mendenhall are deeply concerned for the safety of our patients and employees in the face of this unprecedented health care challenge. We also recognize that most of our patients are in the process of recovering from various injuries and physical challenges that prevent them from resuming a lifestyle that allows them to care for themselves and/or their loved ones.

As we face different levels of concern and uncertainty surrounding this crisis, we are trying to do our best to observe community-based prevention guidelines while continuing to provide the safest environment to those in the communities that we serve. Among the steps that we have implemented are:

1. Increased frequency of cleaning and sanitizing the offices/equipment,
2. Increasing efforts to disinfect all surfaces and equipment between each patient use,
3. Requiring increased and more thorough washing of hands between EVERY patient contact,
4. Requiring our patients to observe healthy practices that include staying away and rescheduling of appointments when they are not feeling well, and
5. Observing appropriate distancing between staff and patients to minimize unnecessary or excessive contact.

The clinical model of ours, and other physical therapy offices, is that there is going to be some contact between staff and patients. However, by adhering to the local, state, and CDC guidelines for distancing and frequent hand-washing, we are significantly reducing the chances and opportunities for exposure or cross contamination. We have also advised ALL of our patients and employees that if they have come into contact with, or think they MAY have come in contact with anyone who has tested positive for COVID-19 to STAY AWAY and enter into appropriate self-quarantine measures.

The state Health Department has made recommendations for businesses that offer essential services to the community to take steps to minimize exposure in the workplace. As is stated on their website, “Some businesses provide essential services of great benefit to the community. They can take steps in their workplace to minimize risk.”

Among their recommendations are the following:

1. Minimize the number of employees working in a specific area.
2. Urge employees to stay home if they are sick, or not feeling well,
3. Manage the workspace to minimize proximity between multiple patients/staff.
4. All patient scheduling concerns are to be directed at the judgement and discretion of the physical therapists in the clinic reception staff

We are so grateful and blessed to be surrounded by employees who are naturally caring and concerned for the welfare of others. It is a wonderful opportunity to be in a position in our communities where we get to be a part of helping others overcome their physical injuries that have led to their limitations and challenges. As we strive to be prudent and work together, we can continue to provide a valuable service and do great things for those that we serve.