March 22, 2020

To Our Clients and Families,

We would like to take this opportunity to share with you our thoughts and current open and closure status, as well as, future treatment strategies in light of the current COVID-19 outbreak. We understand that this is a very difficult time for all of our families, and we hope to answer your questions and concerns in this letter. Please know that if you have further questions, we are always willing to talk with you. You can call us during business hours (903) 793-6135 or message us through social media anytime. You should know that we discuss the situation daily and update our policies accordingly. We are making our decisions not solely on our own but under guidance from local medical professionals, the Centers for Disease Control, and the Department of Homeland Security.

As therapists, we are in a unique position of providing a broad level of care to many patients with wide ranging diagnoses. Some of our patients are non-emergent and taking time away from the clinic for a few weeks or even few months would delay progress, but not be significantly detrimental long term. However, others that require intensive therapy for post-surgical procedures, pressure relief to avoid skin breakdown, or our children whose world is turned upside down with a change in routine would be greatly affected by a break in care. Therefore, we are implementing the following action plan to make it through this together with you.

Texarkana Therapy Center will remain open throughout this COVID-19 crisis to serve our patients and their families, but our treatment strategies will evolve as the situation changes. We have implemented CDC guidelines and recommendations to decrease the risk of transmission.

* TELEHEALTH: Physical, Occupational, and Speech Therapy are implementing a telehealth option to limit the number of people in the clinic. Please call for questions about this as there are some restrictions with certain insurances. We encourage all parents to discuss Teletherapy with their therapist and determine if this is an appropriate option for your child.
* ALL patients requiring in person skilled care will be brought directly from the vehicle to a treatment room and then directly back to your car.
* ALL persons (Staff, Patients, Family, etc.) entering the building will continue to have a temperature check and answer any updated questions that the CDC recommends be asked.
* ALL persons entering a treatment area will be asked to wash hands before and after.
* Please know that all surfaces, toys, and equipment are disinfected with approved products between each use.

This action plan is built around the recommendations and directives set forth by the Department of Homeland Security. Physical, Occupational, and Speech therapists are listed as essential infrastructure per their guidelines and encouraged to provide care during this crisis while serving as many people as possible remotely. Recent Texas legislature and federal directives have opened the door for this, and we are taking advantage of the opportunities this offers.

In summary, we will provide care to those who need in person skilled services, taking every real-world precaution we can to decrease transmission of any illness. At the same time, we will transition as many patients as possible to Telehealth services to continue your care and decrease the risk associated with gathering for everyone.

If you are a young, healthy person, you probably know that your risk for serious complications in this age range is low and many of you may carry and infection with mild to no symptoms. However, you can still give the virus to someone who is vulnerable. Take common sense steps to protect yourself.

If you take care of yourself, you take care of everyone.

Thank you for your patience in advance and let us know if we can do anything to help you medically or otherwise. We are always here for you.

Sincerely

Dorie Pearson, OTR

Co-owner Texarkana Therapy Center