

1. **Curb-side Check In:** Upon your arrival, please remain in your vehicle. We ask that you text us at 919-493-2569 to notify us of your arrival. We will call you in when it is your turn to check in. We are controlling flow to just one family at a time to minimize any unnecessary contact with others. Only children with an appointment may enter into the clinical area.
2. **Pre-Screening:** We will conduct a health screen for each family prior to your appointment. At check in we will take temperatures, ask you a few questions, and allow only patients with no symptoms to enter the clinic.
3. **Face-Masks:** All patients (ages 4 and up) and family members must wear face coverings of your own during your visit. We will discuss possible exceptions with you during the pre-screen process, such as kids with special needs.
4. **Disinfection:** We are thoroughly disinfecting between patients, including clinical areas, door knobs, counters, and even pens and clipboards after every family.
5. **Social Distancing:** Our new building will have ample space to keep patients at least 15 ft apart, except in the case of siblings treated at the same time, who will be able to sit in our family suite.
6. **Treatment Area Guidelines:** We encourage all children five years and above to enter on their own (like Kindergarten!). Children with special needs or special requests are an exception to this recommendation. We are limited to only one parent per family (need doctor approval). All adults must have masks on at all times in our facility.
7. **Upgraded HVAC Systems:** Our new AC system includes sterilizing technology that removes viruses, bacteria, and allergens from our air continuously throughout the day.
8. **AirFiltration:** We have installed ultraHEPA filters capable of removing from the air bacteria and viruses down to 0.003 microns in size (Filters out viruses 40x smaller than Covid-19). The air in each individual treatment room will be completely turned over every 3-5 minutes. So every patient walks into a room with 100% filtered air!
9. **Hand sanitizers:** We have hand sanitizer in all rooms and near entrances and exits.