



We're Back!

We hope you and your families are all doing well and staying safe in these uncertain times. We are happy to announce that High Performance Physical Therapy will be open for in-office visits starting Monday, June 15, 2020. Initially we will be open by appointment only, with flexibility to accommodate morning, afternoon, and evening appointments. In addition, we continue to be open for virtual telehealth visits if you are not able or prefer not to come into the office at this time.

As always, our priority is to ensure your safety and that of our staff. Following all the latest guidelines from the CDC, our staff has worked to implement new guidelines to help keep everyone safe when we return:

1. Screening: You will be required to answer a series of questions prior to your appointment, either over the phone or via email. Please take the time and answer honestly to protect everyone.
2. Temperature Checks: We will be taking your temperature with a contactless thermometer when you arrive for your appointment. In addition, we will be checking the temperatures of all staff members at the start of their shift.
3. "Cashless" payments: For the time being, please prepare to pay with a credit or debit card. You also have the option to leave a credit card on file with our office to be billed automatically at each session.
4. New PPE: We will be wearing masks and gloves during all patient interactions, and we will have gloves available for patients who wish to use them during exercise.
5. Cleaning protocol: We will be wiping down tables and equipment between patients with disinfectants that meet the EPA's criteria for use against SARS-COV-2, the virus that causes COVID-19.
6. Common Areas: Use of the waiting room will be minimized. Even so, we will be frequently disinfecting all common areas, including doorknobs, elevator buttons, and surfaces at the front desk.
7. Patient spacing: We will be scheduling patients to keep volume low in the office and minimize exposure between patients.
8. Flexible Cancellation Policy: We will waive cancellation fees during the first period of reopening, but please be courteous.

We ask that you:

1. Wear a face covering over your mouth and nose when entering the office, and during your treatment session unless it prohibits treatment (TMJ treatment, for example).
2. Wash your hands when entering the office.
3. Refrain from touching your face, eyes, nose, or mouth as much as possible.
4. Reschedule if you or someone in your household is feeling unwell or has been sick.
5. Be on time for your appointment, and please do not show up at the office without an appointment. We are unable to accommodate walk-ins.
6. Come alone to your appointment. Unfortunately, we cannot allow anyone to accompany you unless absolutely necessary.
7. Be patient as we try to accommodate everyone in the schedule.

We are excited to see you again! For now we will be open with limited staff, so if you are unable to reach us by phone at 212-206-6400, then please email us at schedule@highperformancept.nyc or text us at 917-789-1339. We will be able to respond more quickly to email or text than if you leave a voicemail.

Sincerely,

All of us at High Performance Physical Therapy

If you or someone you live with has experienced fever, cough, or any other COVID symptoms within the past 14 days we ask that you do NOT come in for an office visit.