



# ALL-ACCESS

*Physical Therapy, Inc.*

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To Our Valued Patient;

For the safety of all patients and our staff during COVID-19, here are the updated instructions for your PT visit:

***Before You Arrive:***

1. **STATUS CHANGE:** Please call us and cancel your appointment, or change to a telehealth visit, **if your status has changed** since our initial qualification call to schedule your first visit. Please do not come into the building if:
  - a. you were diagnosed with COVID-19 at any point
  - b. you have had any of the following symptoms in the past 14 days: temperature > 100.4, shortness of breath, cough
  - c. you have been in direct of contact with anyone who has had these same symptoms, or who has been diagnosed with COVID-19
  - d. have you traveled outside the US in the past month
2. When you call the front desk to check in, you will go through the patient screening process each time.
3. We have an updated Attendance Policy that you can review on our website [www.allaccesspt.com](http://www.allaccesspt.com) under "Patient Forms"

***When You Arrive:***

1. Please arrive 5 min early and call us on the phone at when you arrive in the parking lot. You will stay in your car until your therapist comes to the door to let you in.
  - ✓ Shrewsbury phone 508-845-3500
  - ✓ Sterling phone 978-422-0431
  - ✓ Marlborough phone 508-251-0322
2. Please pay your co-pay over the phone. We cannot accept checks or cash at this time.
3. For your convenience, we are suggesting you authorize the storage of your credit card information on our encrypted system. Your co-pay will be billed with your verbal phone permission over the phone when you arrive and your receipt will be emailed to you.
4. When your therapist is ready to begin your treatment, he/she will wave you in from the parking lot. We ask family members to wait in the car during treatment, or let us know ahead of your appointment for any exceptions (minor children, etc).

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*A Member of the New England Physical Therapy Network*

904c Turnpike Road, Shrewsbury, MA 01545 Phone: 508-845-3500 Fax: 508-845-7772  
WWW.ALLACCESSPT.COM



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## ***During Your Visit:***

1. Your therapist will be wearing a mask and gloves for your treatment. We ask that you bring a mask, scarf, yeti, bandana or similar face covering from home to wear during your visit. We will provide disposable gloves.
2. We will be staggering patient schedules to minimize the number of patients present in the clinic, so please, be on time to your appointment. Your appointment will last up to 45 minutes, and each therapist will only have one patient at a time.
3. All equipment, tables, and laundry will be disinfected after each patient care use.
4. Patients must use their own bands to complete exercises in the clinic – please bring one from home, or you may purchase one at the clinic for a reduced price of \$3 ea.

## ***After Your Visit:***

1. We will only be using heat and ice packs when absolutely necessary. All of our heat and ice packs are available for purchase for home use.
2. The front desk will schedule additional visits while communicating to you through our glass partition, or over the phone.
3. Your home exercise program will be emailed to you via our new Patient Portal. Your therapist will provide you with more information at your first visit.

Please note: There is always a chance that a clinician or patient present during your visit is asymptomatic and COVID-19 positive. All Access Physical Therapy has implemented every precaution and guideline feasible to protect you and our staff. If you do not feel comfortable attending onsite clinical treatments, at this time, we do offer Telehealth visits as an alternative.

Thanks for your understanding during these uncertain times. Your safety and health is our primary concern. Please call 508-845-3500 with any questions or concerns regarding these precautions, or e-mail us at [ppowell@allaccesspt.com](mailto:ppowell@allaccesspt.com). We look forward to seeing you in the clinic, and thank you for trusting us with your care!

Best Regards,

Steve Messineo and Mark Powicki, Owners

Pamela Powell, Director of Clinical Operations

Trish Champlin, Office Manager

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