



COVID Screening/Office Visit Silver Solutions MedSpa Policy and Procedures

After scheduling your appointment:

All patients must have a video conference before the visit. This can be via, FaceTime, Skype, or Zoom

1. You will be assigned a time for your virtual appointment.
2. **Required:** Pre-appointment COVID-19 evaluation and elective treatment/procedure consultation with a health professional from Silver Solutions MedSpa
3. During pre-appointment evaluation, your elective treatment/procedure will be decided upon. (ie. Units/type of filler/RF Skin Tightening/Hydrafacial/Intravenous therapies)
4. Cost for your elective treatment/procedure will be determined at this time. *If numbing cream is required, there is a \$28 charge for your own personal tube of cream. No sharing.
5. **Required:** Payment for elective treatment/procedure will be required at time of video conference with credit card (no cash or checks will be accepted) additional 3% will be added to your bill for credit card manual entry.
6. **Please understand that we are not raising our treatment prices even though we have made a large investment in required Personal Protective Equipment and sanitary supplies to keep you and our providers/staff safe.**
7. The procedures above are in place to minimize your exposure and your providers/staff exposure to possible virus infection and include a no touch payment procedure.

Before your appointment:

8. You must follow website link at <https://www.silversolutionsmedspa.com> to DocuSign COVID-19 Informed Consent and Treatment Consent
9. **You will not be able to sign these in the office, so please sign before you arrive or you will not be treated or allowed to enter the office. For questions regarding these consents please text the office.**

Appointment/What to expect:

10. You will be the only patient in the office at the time of your appointment. No guests allowed. **Please arrive on time, or we will need to reschedule you (no exceptions)**

11. When you park your vehicle, please **text** the office, 413-441-8453, to let us know you are here
12. Please wait in your vehicle, until you receive a text from the office letting you know we are ready for you.
13. Please leave your cell phone and purse in your car.
14. All patients must arrive to their appointment with clean skin (**NO MAKE-UP**) and must be wearing a clean mask. (**No exceptions, you will not be able to wash your makeup off in the bathroom and we will not treat you if you are wearing make up**)
15. You will be met at the door by your provider who will be wearing gloves, eye protection and a mask. Depending on the nature of your visit, your provider may be wearing additional protective gear, such as N95 mask, gown and face shield)
16. Your temperature will be taken
17. You will be immediately be brought directly into the treatment room
18. Your provider will have treatment supplies (i.e. Botox units in syringes) ready, for treatment decided upon and paid for during video consultation.
19. Once you enter the office, you will not be able to change dosage or treatments agreed upon. This will minimize your time in the treatment room and protect both you and your provider from exposure to possible virus infection
20. Appointment will be preformed in timely manor with minimal contact required.
21. Any follow ups required will be done by via video conference

How we protect you and you protect us:

1. Please follow required guidelines above
2. You will be the only patient in the office
3. Provider will be wearing appropriate PPE
4. Aerus ultra-violet air filtration system will be present in room
5. Between appointments, treatment room will be sanitized with CaviWipes hospital grade anti-virucidal
6. Room will be exposed to strong UV lights for 15 minutes before your appointment
7. All common touch areas and surfaces, ie: door handles, bathroom with be sanitized with CaviWipes after each appointment
8. Please know that we are doing everything we can to minimize your exposure and our exposure to viral infection while receiving these elective treatments and procedures, but this does not make us or you immune from contacting this highly contagious viral infection, COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/php/guidance-evaluating-pui.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

<https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>