MARATHON COVID-19 FAQ

Q: What happens if I cancel an appointment at the last minute due to respiratory illness symptoms?

A: There will be no penalties for cancellations and missed appointments related to respiratory illnesses until further notice.

Q: How do you know if other patients have it? I don’t want to be exposed to the virus.

A: We are observing all patients according to guidance from the CDC and our local health department for respiratory symptoms and recent travel when they call to schedule an appointment for therapy. Patients who exhibit the criteria will not be scheduled until they are past the two-week incubation period.

Q: What are you doing to make sure germs are taken care of at the clinic?

A: We always have patient safety in mind and disinfect all surfaces on a regular basis, regardless of the coronavirus outbreak. All our staff washes their hands with soap and water regularly and uses hand sanitizer in between treating patients. Our staff wears gloves during specific procedures, such as trigger point dry needling.

We are taking all cleaning and hygiene precautions recommended by the CDC.

Q: If I have a cough can I come in for my appt?

A: If you are experiencing any sickness, please wait to schedule an appointment until you are fever-free, without the use of fever reducing medication or other symptom reducing medication, for 24 hours.

If you have fever or respiratory symptoms such as cough or shortness of breath and have either traveled internationally in the past 14 days or had close contact with someone who’s suspected or confirmed to have coronavirus, please call your primary healthcare provider prior to attending an appointment.

Q: What if I traveled to outside of the country lately- can I still come in for my appointment?

A: If you have traveled to a country with a COVID-19 outbreak, please wait until 14 days after you have potentially been exposed to the virus to schedule an appointment.

According to the CDC website, If you were in a country with a COVID-19 outbreak and feel sick with fever, cough, or difficulty breathing, within 14 days after you left, you should:

Seek medical advice from your primary healthcare provider—Call ahead before you go to a doctor’s office or emergency room. Tell them about your recent travel and your symptoms.

- Avoid contact with others.
- Not travel on public transportation while sick.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Wash hands often with soap and water for at least 20 seconds to avoid spreading the virus to others.
- Wash your hands with soap and water immediately after coughing, sneezing or blowing your nose.
- If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains 60%–95% alcohol. Always wash hands with soap and water if hands are visibly dirty.
ATTENTION PATIENTS & CLIENTS

Coronavirus (COVID-19) Update:

If you

● have fever or respiratory symptoms such as shortness of breath and

● have either traveled internationally in the past two weeks or

● have had contact with someone who is suspected to have Coronavirus,

please reschedule your appointment and call your primary healthcare provider before rescheduling with us.
Subject: Keeping Marathon Healthy

Dear Marathon Patients & Clients:

We are writing to you because we value the health and well-being of patients, clients, employees and families. Marathon Physical Therapy is committed to keeping our patients and staff safe, so we are closely following the developments related to the Coronavirus (COVID-19). At this time, the Centers for Disease Control and Prevention (CDC) has assessed the immediate health risk from COVID-19 as low for most of the American public. However, considering this is an evolving global situation, Marathon is being proactive and is prepared to respond as necessary and appropriate. Our planning is based on the guidance of the CDC, the World Health Organization (WHO), and local health departments.

At the facility level, we are following our established cleaning procedures including regularly disinfecting tables and equipment between patients. We are re-educating to ensure consistency on cleaning and disinfecting procedures based on product label instructions. We are monitoring our facilities to ensure our employees and patients are healthy. Employees or patients that become ill are asked to stay home until symptoms subside. Marathon employees have also been educated on hand hygiene and we are ensuring we have adequate supplies in our facilities. We have also reemphasized with our employees the best practices related to monitoring and protecting their health.

Ensuring the health and safety of our communities is our highest priority. As a reminder, the most effective way to stay healthy is through best health practices to minimize the spread of infectious diseases. CDC recommends the following to prevent illness:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC’s recommendations for using a facemask
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a healthcare facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

The following are additional resources from the CDC website about COVID-19:

- [Facts about COVID-19](#)
- [Stop the Spread of Germs](#)
- [What you Need to Know about COVID-19](#)
We have attached a list of Frequently Asked Questions for your convenience. The health of our employees and patients are paramount to us at Marathon, and we are committed to monitoring the situation, communicating openly with you, and doing anything we can to help with this situation and anything else that comes our way.

-Your Marathon Team