



To The Patient Community of VUIM:

We've missed all of you these last few months and trust you have been staying home, staying safe, and practicing good hygiene and social distancing for the greater good of humanity. As VUIM moves to reopen the doors of our clinic to our community, we trust you will understand and accept our new approach to delivering the care you need on your wellness journey with us! A link to the new policies can be found [here](#) but a summary is noted below:

New Cleaning and Sanitization Standards:

The Virginia University of Integrative Medicine has always been committed to the highest standards for cleanliness and sanitization. We are recommitting ourselves with renewed vigor to that end. In addition to our regularly scheduled facility cleaning team that visits our campus daily, we have hired an additional cleaning team to deep clean our facilities weekly. We'll also be wiping down high-touch surfaces in our treatment rooms and clinic after each patient visit.

New Safety Protocols:

We'll be checking the temperatures of all staff and practitioners on a daily basis, each morning, following protocols for elevated temperatures if they are evidenced. Everyone, including patients, will be required to wear masks/face coverings within the walls of our campus and clinic, including during the delivery of treatment. If a patient refuses to wear a mask, we will refuse to treat them. In addition, all patients must sign a new COVID-19 Informed Consent to Treat form prior to receiving care from our clinic.

New Social Distancing Guidelines:

We will require all staff and patients to practice safe physical/social distancing. Practitioners will be using medical grade PPE during treatments (including Face Shields). The number of people in the clinic will also be minimized while continuing to practice staggered appointment scheduling.

A Final Request Of Our Patient Community at VUIM:

As an institution delivering care to members of our local community, you as patients are our partners. So we ask you to help us keep our community safe: If you are feeling unwell or displaying any symptoms of illness, please stay home; we'll waive any late cancellation fees – no questions asked. In addition, we ask that you consider keeping your credit card on file with us so that we can avoid any unnecessary interactions and exchanges between patients and staff. Lastly, all patients will need to agree to and sign a new patient consent form that reflects the current COVID19 environment. The form can be reviewed [here](#).

We are pleased to announce that the VUIM Clinic Reopening now includes both the Professional Private Practice and the the Student Intern Clinic!

On behalf of everyone at the Virginia University of Integrative Medicine, we can't wait to care for you in person once again!