

Cone Health Massage Therapy Guidelines

Screening:

- All clients will be screened with a series of questions prior to arriving for your appointment. Look for the survey in your appointment reminder and complete it the day before you're scheduled.
- We will be screening temperatures of everyone upon check-in for your massage appointment. Those with a temperature of 100° or higher will be rescheduled.
- Please note, if you have had a positive diagnosis of COVID-19, it may be a contraindication to receive massage at this time. Please call our office to speak to your Massage Therapist if you have further questions.
- As always, if you are not feeling well in any way, we ask that you let us know right away and cancel your appointment without penalty.

What we are doing differently:

- We have always followed hospital cleaning and infection prevention standards; however, we will be increasing the time between clients to allow for more disinfection of all surfaces and linen replacement.
- All massage therapists must complete daily screening for any COVID-19 like symptoms or exposures prior to reporting to work.
- Massage Therapists and all employees will be wearing masks and may wear face shields.
- Massage Therapists will wear a clean apron during each session.
- Clients are required to wear a face covering while lying face up during the massage.
- At this time, waiting rooms will be closed. Upon arrival and no more than 10 minutes prior to your appointment, please call our waiting room to notify your therapist. Your therapist will give you further instructions from there for check-in.
 - For Burlington, call 336-538-8232.
 - For Greensboro, call 336-832-3851.
 - For Annie Penn, call 336-951-4837.
- There will be less conversation from your massage therapist, but please be sure to provide your therapist with feedback throughout the massage.
- HEPA filters have been added to each room.
- Sanitation stations are provided as you enter each of our locations.
- There will be contact-lite check-in and checkout.
- Upon arrival, we will have an updated waiver and massage intake available for you to complete, if needed.

What to expect:

- If you are experiencing any symptoms of COVID-19 or have been around anyone experiencing symptoms, please cancel your appointment immediately (without penalty).
- Arrive at least 10 minutes prior to your appointment and call the number for your location to check-in.
 - For Burlington, call 336-538-8232.
 - For Greensboro, call 336-832-3851.
 - For Annie Penn, call 336-951-4837.
- Clients must wear face covering when arriving.
- Use the provided hand sanitizer when coming into your massage appointment.
- Limited conversation in the reception area and during massage.