

Coronavirus and Our Commitment to Safety

Mar 17, 2020

St. Luke's Therapy and East TN Rehab Center Response over Concerns Regarding the Coronavirus (COVID-19)

Our priority is always the health and safety of our patients and employees. With the growing concern over the spread of the Coronavirus, we feel it is important to keep all of you informed of the steps we are taking to maintain a safe environment in our clinics.

Whatever your treatment goals may be, we believe the single-biggest factor in a successful recovery from injury is completing the recommended course of care.

Additional measures may be necessary to protect your health in our clinics. If so, we will update our practices and policies immediately.

With this shared commitment, we are confident we can continue delivering the same high level of care you've come to expect from us.

The Following is Important Information to Keep in Mind.

- Avoid touching your face. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Washing your hands with soap and water thoroughly or using an alcohol hand sanitizer kills viruses that may be on your hands.
- Our employees are working diligently to ensure everyone is following our existing protocols for handwashing and disinfecting and sanitizing equipment, treatment tables, waiting areas, bathrooms, doorknobs, and other general areas. We have made sanitizers readily available for everyone to use while in our facility.
- We will try to stagger our scheduling so as to avoiding crowding and to keep people at safe distance from each other.

- Per the World Health Organization (WHO), you should stay home if you feel unwell. If you have a fever (99.5 or greater), cough, or difficulty breathing, seek medical attention and call in advance. Calling in advance will allow your primary care provider to quickly direct you to the right health facility. This will also protect you and help prevent the spread of viruses and other infections.
- We will try to stagger our scheduling so as to avoiding crowding and to keep people at safe distance from each other.

Our Leadership Team is Listening – (Pro)actively!

Please know we are taking this threat seriously. The aggressive actions we are taking in our clinics are to ensure the health, safety and well-being of our patients and employees in the communities we serve ... as we continue to serve you.

Our hope is that these resources and good faith efforts provide you with the reassurance needed to show you just how prepared we are to take care of you and your loved ones during this critical time. We are here to offer you the protection, prevention and action you can count on!

If you have any questions or concerns, please email us at stluketherapy.com.

Below are Links to Help You Stay Informed.

These resources are intended to help you recognize the signs + symptoms, prevent the spread of respiratory diseases like COVID-19 and keep your home, school and workplace safe.

[Advice for the Public](#)

[Information for Travel](#)

[Environmental Cleaning and Disinfection Recommendations](#)

[State Health Department Contact Hotlines](#)