

WellSpan Center for Mind/Body Health
York: 717-851-5590
Gettysburg: 717-339-2033



The WellSpan Center for Mind/Body Health in York and Gettysburg is re-opening on Monday July 13, 2020.

Please see important information below:

Scheduling an appointment

- We will start by calling patients whose appointments have been canceled over the last few months, in the order of the cancellation. Once we have scheduled our patients on our cancellation list, we will open it up for scheduling. PLEASE be patient with us. Our call back list is long, and we will do our best to be fair when rescheduling. If you have not received a call and need to reschedule a cancelled appointment, please call the office.
- For your safety and the safety of our staff and other patients, if you are not feeling well, please call to cancel your appointment.
- TMJ, nasal massages and all other facial massages will not be performed at this time.
- Feet will not be massaged unless it is a separate reflexology only appointment.

When you arrive for your appointment

- **York patients only**
 - When you arrive, please call 717-851-5590 to let us know that you have arrived.
 - Our office staff will ask you a series of prescreening questions that is required to be completed in compliance with Department of Health guidelines, in order for you to keep your appointment.
 - You will be instructed to either come in or wait in your vehicle until your provider is ready for you. If you are asked to remain in your vehicle, the office staff will give you an assigned number. When your provider is ready, they will come to the door displaying your assigned number and you can then proceed into the building.
- **Gettysburg patients only**
 - When you arrive, you may be asked screening questions, per the Department of Health guidelines, at the front entrance. (if there is no one at the front entrance to screen you, you will be screened in the suite by one of our staff).
 - If there is a patient at the front desk when you arrive, please wait outside the glass doors, until there is no one standing at the front desk, before entering.
- **Both locations**
 - Due to social distancing guidelines, we will not be allowing any visitors to the appointment, unless you are a parent or guardian accompanying a minor patient.
 - Please do not arrive early to your appointment. If you do arrive early, you will be asked to stay in your car until your appointment time.
 - You will be asked to use the hand sanitizer provided when entering the suite.
 - We encourage patients to bring in their own pre-filled water bottles.



- **To ensure the safety of all patients, temperature checks will be taken prior to your treatment.**
- You may be asked to complete registration and make payment in the treatment room.
 - **If paying with cash, please bring correct change.**

During your appointment

- Following Department of Health guidelines, everyone must wear a mask or cloth face covering to enter the building and for the duration of your visit here at CMBH. If you do not have a mask, we will have one available for you.

What we are doing to ensure your safety during your appointment.

- Providing a clean, safe environment for you and your service is our #1 priority. Our staff already followed strict cleaning and disinfecting protocols regulated by local agencies before the effects of COVID-19, but we've now adopted extra safety precautions and placed even greater emphasis on deep cleaning.
- All CMBH employees will have their temperatures checked prior to starting their shift. If the provider is not feeling well, they will be sent home and we will make every attempt to schedule you with another provider on the same day, however, we may need to reschedule you to a different day.
- Our providers will be wearing a mask and other appropriate Personal Protective Equipment.
- Our providers practice appropriate hand and arm hygiene, by washing their hands and arms thoroughly before and after contact with every patient.
- All treatment rooms, including all tools, containers and surfaces, will continue to be thoroughly cleaned and disinfected between patients.

We are following State and Department of Health regulated guidelines. We appreciate your support in helping to ensure the safety of all of our staff and patients during this time. Thank you.