

## WINTER WEATHER POLICY

### Dubuque Community Schools Closure

Our 4121 Pennsylvania Avenue clinic will open the clinic doors at 10am. If your child has an appointment before that time, our Patient Care Coordinators will contact you.

### Delay of Dubuque Community Schools

Our 4121 Pennsylvania Avenue clinic will open and operate on their normal schedule. If you would like to switch your morning appointment to telehealth, please contact our Patient Care Coordinators.

Look for our most recent weather-related updates on our Facebook page or KWWL.

## ILLNESS GUIDELINES

If the patient is ill please call to reschedule their appointment for a different date during the same or following week.

Patients should not attend their scheduled therapy sessions if they:

- Have a fever greater than 100.4.
  - They are not permitted to return to therapy until they are fever free for 24 hours without the use of fever reducing medication.
- Have vomited from an illness in the last 12 hours.
- Have had more than two diarrhea episodes in the last 12 hours.
- Are experiencing constant nasal drainage and/or frequent coughing.
  - Minor common cold symptoms should not interfere with therapy sessions.

If you suspect or know of head lice or exposure to bed bugs it is your responsibility to notify our Patient Care Coordinators immediately.

## HOURS OF OPERATION

Monday - Thursday  
8:00 a.m. - 6:00 p.m.

Friday  
8:00 a.m. - 12:30 p.m.

If your child's appointments are during the school day, you may ask for an appointment confirmation letter from the Front Desk Coordinators to provide to your child's school.

## HOLIDAY CLOSURES

New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving Day  
Christmas Day

## TELEHEALTH

Instead of cancelling an appointment we ask you consider telehealth. Please reach out to our front desk staff for more information!

## WINTER WEATHER POLICY

As the winter weather approaches we wanted to remind all patients to look for our most recent weather-related updates on our Facebook page or KWWL. Our Elm Street clinic will operate on it's own schedule, separate from our Pennsylvania Avenue locations. During inclement weather you may receive the following text message to confirm appointment options.

"Unified Therapy Services is open (date). Please reply with one of the following options for your scheduled appointment."

- "C" - confirm same time at the clinic
- "T" - keep the same appointment time but switch to telehealth
- "R" - reschedule to a later time/date
- "X" - cancel

## ILLNESS GUIDELINES

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Patients should not attend their scheduled therapy sessions if they:

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  - Minor common cold symptoms should not interfere with therapy sessions.

If you suspect or know of head lice or exposure to bed bugs it is your responsibility to notify our Patient Care Coordinators immediately.

## HOURS OF OPERATION

Monday - Thursday  
8:00 a.m. - 6:00 p.m.

Friday  
8:00 a.m. - 12:30 p.m.

If your child's appointments are during the school day, you may ask for an appointment confirmation letter from the Front Desk Coordinators to provide to your child's school.

## HOLIDAY CLOSURES

New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving Day  
Christmas Day

## TELEHEALTH

Instead of cancelling an appointment we ask you consider telehealth. Please reach out to our front desk staff for more information!

## WINTER WEATHER POLICY

### Fennimore Community Schools Closure

- Our Fennimore pediatric clinic will open the clinic doors at 10am. If your child has an appointment before that time, our Patient Care Coordinators will contact you.

### Delay of Fennimore Community Schools

- Our Fennimore pediatric clinic will open and operate on their normal schedule. If you would like to switch your morning appointment to telehealth, please contact our Patient Care Coordinators.

Look for our most recent weather-related updates on our Facebook page or KWWL.

## ILLNESS GUIDELINES

If the patient is ill please call to reschedule their appointment for a different date during the same or following week.

Patients should not attend their scheduled therapy sessions if they:

- Have a fever greater than 100.4.
  - They are not permitted to return to therapy until they are fever free for 24 hours without the use of fever reducing medication.
- Have vomited from an illness in the last 12 hours.
- Have had more than two diarrhea episodes in the last 12 hours.
- Are experiencing constant nasal drainage and/or frequent coughing.
  - Minor common cold symptoms should not interfere with therapy sessions.

If you suspect or know of head lice or exposure to bed bugs it is your responsibility to notify our Patient Care Coordinators immediately.

## HOURS OF OPERATION

Monday & Wednesday  
8:00 a.m. - 6:00 p.m.

Tuesday, Thursday & Friday  
Telehealth Appointments Available

If your child's appointments are during the school day, you may ask for an appointment confirmation letter from the Front Desk Coordinators to provide to your child's school.

## HOLIDAY CLOSURES

New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving Day  
Christmas Day

## TELEHEALTH

Instead of cancelling an appointment we ask you consider telehealth. Please reach out to our front desk staff for more information!

## WINTER WEATHER POLICY

As the winter weather approaches we wanted to remind all patients to look for our most recent weather-related updates on our Facebook page or KWWL. Our 4135 Pennsylvania Avenue adult clinic will operate on it's own schedule, separate from our pediatric locations. During inclement weather you may receive the following text message to confirm appointment options.

"Unified Therapy Services is open (date). Please reply with one of the following options for your scheduled appointment."

- "C" - confirm same time at the clinic
- "T" - keep the same appointment time but switch to telehealth
- "R" - reschedule to a later time/date
- "X" - cancel

## ILLNESS GUIDELINES

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- Have had more than two diarrhea episodes in the last 12 hours.
- Are experiencing constant nasal drainage and/or frequent coughing.
  - Minor common cold symptoms should not interfere with therapy sessions.

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## HOURS OF OPERATION

Monday - Thursday  
7:00 a.m. - 6:00 p.m.

Friday  
8:00 a.m. - 2:00 p.m.

If your child's appointments are during the school day, you may ask for an appointment confirmation letter from the Front Desk Coordinators to provide to your child's school.

## HOLIDAY CLOSURES

New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving Day  
Christmas Day

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