



**TOTAL**  
physical therapy



During these unprecedented times of this evolving crisis, it continues to bring us unending changes to our lives, our jobs, and the decisions we make daily, but also reminds us of how precious life is and the importance of protecting our own health. As Team TOTAL healthcare professionals, the health and safety of our patients, family, employees and our responsibility to our community, is paramount and at the forefront of all that we do.

On Thursday, March 20, 2020, Governor Gavin Newsom issued a "stay at home" order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19.

As healthcare professionals that provide services to of our community, TOTAL Physical Therapy will remain open for essential physical therapy visits **ONLY**.

***What is considered an essential physical therapy visit?***

1. Post-Surgical Patients - Patients who recently had surgery.
2. Patients that are unable to function independently at home.
3. Chronic dislocation/instability with recent incident
4. Patients with significantly restricted mobility
5. Fall Risk Patients
6. Severe daily pain of  $\geq 8/10$
7. Recent fractures or tears

***Temporary Changes to TOTAL's Hours and Days of Operation***

Each location will remain open as needed with the adjusted schedules as follows. Please know that this is subject to change based on the requirements of our State Government, the CDC and the WHO (World Health Organization):

**TOTAL Physical Therapy - Chula Vista**  
320 Broadway, Suite 2  
Chula Vista, CA 91910

Hours of Operation: 8:00am - 5:00pm  
Days of Operation: Monday through Friday  
(619) 422-0404

**TOTAL Physical Therapy - Eastlake**  
2417 Fenton Street, Suite A  
Chula Vista, CA 91914

Hours of Operation: As needed  
Days of Operation: As needed  
(619) 591-7000

**TOTAL Physical Therapy - El Cajon**  
181 Jamacha Road  
El Cajon, CA 92019

Hours of Operation: As needed  
Days of Operation: As needed  
(619) 447-7774

***For your peace of mind and safety***

Putting your mind at ease and rest assured, as healthcare professionals, our regular practice of Universal Hygiene/Cleanliness will continue throughout our clinics, disinfecting **ALL** tables, mats, and exercise equipment **before and after** the use of each patient. As recommended by state and local health officials, we encourage you to wash, or sanitize your hands before entering and leaving our clinic as a courtesy to other patients and our staff.

***Thank you!***

Our staff at Team TOTAL are truly the people to thank. We are on the front line of this crisis as is our other fellow healthcare professionals. We are committed to providing the utmost in quality of care to you our valued patients and community, regardless of the situation. I truly cannot express enough gratitude for their dedication, hard work and commitment these past few weeks. To you, our valued patients, thank you for your understanding, patience and trust in us, during these trying times. We will remain steadfast as we navigate through these challenging circumstances. Your safety and confidence in TOTAL Physical Therapy and Sports Performance continue to be at the forefront of everything we do. God bless and be safe.

Respectfully,

*Liza J. Prado*

President & CEO

TOTAL Physical Therapy & Sports Performance

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