

Good Shepherd Penn Partners Safely Treats Patient Amid COVID-19 Pandemic

Recently diagnosed with [pelvic floor](#) dysfunction, Cindy Rivera of Lansdale, Pennsylvania, started physical therapy at [Penn Therapy & Fitness Lansdale](#).

Due to her condition, Cindy needs physical therapy to keep her pelvic floor dysfunction which occurs when muscles of the pelvic floor are weak, tight or torn from getting worse.

For months, Cindy consistently attended her Penn Therapy & Fitness appointments. When the COVID-19 outbreak hit, Good Shepherd Penn Partners needed to deliver a safe solution for Cindy, as her therapy is unique and requires hands-on treatment from the therapist; telehealth was not an option. Instead, Cindy went to Penn Therapy & Fitness Radnor site to see her same therapist, Janet, during the pandemic.

Before her first visit at Penn Therapy & Fitness Radnor, Cindy answered a series of questions over the phone and was provided a list of safety precautions to expect at the site, including masking, physical distancing and a temperature scan at the door. Cindy understood and appreciated the steps taken to safeguard patients since she also works in the healthcare industry and has spent the majority of her career studying viruses.

“I never felt concerned for my safety at Penn Therapy & Fitness,” says Cindy. “Just the way the site and organization as a whole handled everything, like cleaning and sanitizing, social distancing and my privacy. They always have the best interests of the patient and other health-care professionals in mind.”

Cindy recalled that the positive patient experience started the second she entered the building and how transparent the staff was about sanitization and everyone’s safety.

Once she was able to transition back to her usual Penn Therapy & Fitness Lansdale site, Cindy experienced the same safety precautions there.

“If this pandemic happened again, I wouldn’t change a thing and I wouldn’t hesitate

to go to any Penn Therapy & Fitness site,” Cindy says. “I would tell anyone concerned not to worry at all.”

Cindy gradually continues to improve. Without physical therapy as an option, Cindy says, her condition would’ve been much worse because it is critical to her quality of life.

[In-person and telehealth visits](#) are available at Good Shepherd Penn Partners for physical therapy, occupational therapy and speech therapy. Request your virtual or in-person appointment online or call, 877.969.7352.