

## Greetings

Beginning May 20th we started to see more patients in the office. For your safety and that of our staff and community, we will limit the number of patients in the office at any one time in order to maintain social distancing. Therefore, many appointments will continue to be done as virtual visits.

Due to this situation, we have new protocols. Here is what to expect:

- Please plan to arrive at our office at your appointment time and call us from your car using your mobile phone upon arrival. Our staff will communicate via the phone to complete your check in / intake process.
- Once check in is complete, you will be asked to wear a mask and proceed to the office door where a staff member will meet you and direct you to your exam room. Your clinician will complete your visit in the room and expedite the check out process. The staff will also wear masks.
- Pre-visit COVID screening questions will be completed 1 day prior to your visit. However, please contact the office prior to your visit if you feel ill with any symptoms at all. We will need to assess this change in your health in order to best help you get the care you need in a timely fashion.
- A 'no visitors' policy is in effect. Exceptions include one parent per child or one accompanying adult / guardian if medically necessary. Other family members are welcome to join the visit virtually using phone or video phone platforms such as 'FaceTime'. No other children will be allowed in the office during the visit. We apologize for this inconvenience.
- We will continue to clean our office space in accordance with guidelines to reduce the spread of infection.

To help us see you in a timely and efficient manner please prepare for your visit as follows:

- Bring your current medication list or photos of your current medications to share during your appointment
- Have labs completed prior to your appointment if at all possible.
- Please complete ALL forms prior to arriving at the office for your appointment. Staff will communicate with you prior to your appointment date to help you complete and submit any needed forms.

We continuously monitor the COVID-19 epidemic and implement changes in policies and procedures in order to maintain your health while keeping everyone as safe as possible.

Thank you for your understanding, patience, and shared sacrifices during this unprecedented time.