

April 2, 2020

Dear Patients,

Dr. Page and the Advanced Pain Management team thanks you for choosing us for your pain management needs and want you to know we are grateful for your support and understanding during this difficult time. We will continue as your partners in pain relief and ask for your flexibility as we work together to stay safe and healthy during the Covid-19 outbreak.

We continue to closely monitor updates from the Centers for Disease Control and Prevention (CDC) along with guidance from local and U.S. government health agencies. We have developed a COVID-19 plan that was designed to help prevent the spread of the virus and protect our patients and staff. Among other things, our plan includes the following:

- Screening of all patients to identify potentially infected patients and those that have a higher risk of exposure;
- Performing temperature checks of all staff and patients upon entrance into the office and use of hand sanitizers immediately upon entry;
- Hourly sanitization of our lobby, exam rooms and other common areas;
- Following best practice infection prevention methods such as hand washing for at least 20 seconds and using hand sanitizer regularly; and
- Offering telehealth as an option for regular follow up visits.

**What is the protocol for seeing patients at your office/clinic? Can I still be seen in person?**

We have implemented a telehealth solution from the provider **doxy.me** to be able to see and treat people utilizing this HIPPA compliant program. We will be continuing to offer in person visits on a limited basis and offering telehealth appointments to those at risk or concerned about exposure. The platform needs an internet signal and audio and visual capabilities, and may be accomplished with a smartphone, computer or laptop with webcam and microphone.

A telehealth appointment will be set up with you after booking an appointment with our office via phone call and completing any necessary paperwork, and copay, deductible, and co-insurance is verified and collected.

If you have an active temperature of 100.1 or higher and/or any cough or cold symptoms or body aches, you will be asked to please stay home and use the telehealth option to complete your follow up visit.

In addition, prior to your appointment, please inform our staff of any of the following:

- Fever, cough, or shortness of breath or any recent illness
- Recent International travel or Domestic travel
- Exposure to someone with confirmed diagnosis of Coronavirus

In order to do our part to limit spread of the virus, **we will no longer allow non-essential family members in our clinic for any visit.** This includes in the waiting room, exam or treatment rooms. Please make arrangements for them to wait in your vehicle during your visit.

We will continue to do our part to provide safe, high quality pain management care and we hope these measures will ensure a delay of spread of COVID-19. Feel free to call our office at **623 466-6350** for any questions or concerns.