May 18, 2020

Dear Patients and Community Members,

As our community observes a decrease in the rate of new COVID-19 infections, Nuvance Health is prepared to manage all your healthcare needs beyond the pandemic. This includes thoughtfully paving the way for you to have a medical appointment, procedure or surgery safely. In a world forever changed by the virus, here are some positive changes you can expect at our medical practices because your health should not be put on hold:

**New screening protocols, including taking temperatures** and health questionnaires to detect the virus in patients prior to appointments. COVID-19 testing for all patients pre-surgery. Mandatory staff screening for fever, respiratory symptoms and other exposure prior to every shift.

**New check-in processes**, including waiting in vehicles until patient appointments begin or in waiting areas with fewer chairs set more than 6 feet apart. Floor stickers in registration areas for social distancing. Visitor restrictions for hospital and medical practice patients.

**Face masks as standard procedure for patients, visitors and staff.** Masks prevent the transmission of a possible infection or virus to others. If a patient doesn’t have one, we will provide one. Additional hand-sanitizing stations at our entrances and throughout our offices.
More frequent routine cleaning and daily disinfection of our facilities, including doors and handles, registration countertops, bathrooms, touch screens and more.

Use of additional personal protective equipment. In addition to gloves, your doctor, nurse or technician may wear a face shield, surgical gown or head covering. This is done out of an abundance of caution and may be required based on your symptoms and procedures.

Virtual Visits may be recommended, depending on your symptoms and type of medical appointment requested. Our schedulers are ready to assist you with the type of appointment to best meet your health needs.

COVID-19 has changed how we live, learn and work. At Nuvance Health, safety is our priority, and we have reimagined how we deliver care with your safety in mind. For more information, visit www.nuvancehealth.org/safecare