



Dear Patients of Dr. Diaz:

In an abundance of caution, we are taking the following precautionary measures with the safety of our patients and team members in mind:

1. Effective immediately, we will be allowing two patients at a time into the office. If you are here for an appointment today, **please wait outside or in your vehicle**, and have your mobile phone turned on so that we may call you when we are ready to check you in for your appointment.
2. If you have traveled anywhere in the past 14 days by air, ground or cruise line, and/or have been exposed to coronavirus, please call the office at (561) 746-7686 so that we may reschedule your appointment. Do not come to your appointment.
3. If you have a fever, cough, runny nose, fatigue, or shortness of breath, **DO NOT ENTER** this office. Please go to your nearest emergency room or urgent care center if you require medical assistance for respiratory symptoms.
4. If you reside in a nursing home or assisted living facility, or have visited anyone residing in one within the past 14 days and you have a non-emergent orthopedic condition, **DO NOT ENTER** this office.
5. In order to practice a policy of social distancing, patients should not be accompanied by non-essential friends or family to their appointment. If you are here for someone else's appointment, wait in your vehicle. Exceptions to this rule include patients who are minors attending their appointment with a parent or legal guardian, or patients requiring assistance owing to reasons of cognitive disability (dementia) or limited mobility.
6. All patients entering the office must wash their hands for 20 seconds upon entering the examination room. Please do not touch your face after doing so.

Cancellation or no-show fees will be waived for the next two weeks.

Palm Beach Hand to Shoulder will be continuing this policy until further notice. We will be in constant communication with patients who have upcoming office appointments or scheduled surgery so please check your text messages and emails for updates. At this time, the plan is to continue seeing patients unless they meet any of the above criteria. We expect to have telemedicine capabilities by next week, should the need arise.

Thank you for your cooperation. We are all in this together.