



March 15, 2020

To Our Patients,

As the situation with corona virus COVID-19 continues to develop, we want to reassure you that the safety and health of our patients, team and community remains our top priority. We are closely following recommendations from the U.S. Center for Disease Control (CDC) and the World Health Organization (WHO) and will continue to monitor the global health situation.

We want to share the proactive measures we are taking to ensure the well-being of our patients and team as well as, address some questions and concerns you may have while we continue to care for our patients.

- * We will continue to maintain our regular office hours to ensure your needs are addressed in a timely manner. We ask that you arrive on time for your appointments. If you arrive early, please consider waiting in your car instead of the waiting room until your appointment time.

- * There will be no penalties for cancellations. If you become ill for any reason or have concerns over the spread of the virus, please do not hesitate to call or text our office to reschedule your appointment.

- * We will be screening all patients prior to or at the arrival of their appointment for the coronavirus. We ask any patients or team members who show signs of illness to remain at home and contact your primary physician.

- * We ask to limit the number of people attending appointments to patient and necessary guardians and care takers.

- * Our team has always taken universal precautions and have thoroughly sanitized treatment rooms between EVERY patient. We will continue to do so as well as increase frequency of cleaning and sanitizing throughout the entire office including waiting area, restrooms and hallways.

- * We will continue to provide hand sanitizer and tissue throughout our office however, we have removed reading materials and other objects that are not easily disinfected.

Rest assured, we will continue to provide you with the highest quality for care while continuing to prioritize your health and safety. As the situation evolves, we will keep you informed with any changes.

Thank you for your patience and understanding during these unprecedented times. We recognize this is a challenging time for all and our hearts go out to those directly affected. Please take care of yourselves and each other.

Warm Regards,

Denise M Elser, MD

Lisa Johnson, MD

Janet Tomezsko, MD