

May, 2020

To all of our patients:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice which you probably have seen during your visits to our office. Our infection control processes are in place so that when you receive care it's safe for both you and us. While our office has always followed strict infection control procedures, you will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff in light of the COVID-19 virus. Some changes include:

- We are screening ourselves with temperature checks and by going through a checklist on a daily basis before any patients are seen.
- If you have cold or flu symptoms, PLEASE cancel your appointment even if it's at the very last minute. Stay home, take care of yourself and feel better.
- Our office will communicate with you before you come in for your appointment to ask some screening questions. You'll be asked those same questions again when you are in the office. Your temperature will also be taken when you enter the office (with a forehead scanner thermometer). **PLEASE WEAR A MASK WHEN ENTERING THE OFFICE.**
- The day of your appointment, please remain in your car and call our office to let us know you have arrived. Please stay in your car until you are called into the office.
- We will ask you to use the hand sanitizer station when you first enter the office, or wash your hands in the restroom with soap and water if preferred.
- Please stand behind the acrylic shields at the front desk for everyone's protection.
- We are adding HEPA air filtration inside the office.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you. We ask that you please do not have anyone waiting in the reception area during your appointment unless it's absolutely necessary. The goal is to have only one patient in the office at a time to minimize contact with others.
- Please keep us informed if you develop any Covid symptoms within 14 days after any appointment so that we may contact trace. The sooner you let us know, the better.
- Due to the extra PPE we are wearing, we will keep the office cooler than normal. Dress warmer if needed.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make or change an appointment, please call our office at (708) 798-8888.

Thank you for being our patient. We sincerely value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

With Warm Regards
Dr Albert and Lois Joaquin