

- I. We are excited to announce that we are in **Phase 2** of resuming in-office patient care and elective procedures. As always, our top priorities are:
 1. Safety of our patients
 2. Safety of our Team members
 3. Delivering excellent patient care
- II. What this means for you:
 - A. Patients we plan to see in person:**
 1. Those who are considered “lower risk” for getting severely ill from coronavirus
 - a) Patients younger than 65
 - b) No Oxygen requirement or immunosuppression. No poorly controlled diabetics
 2. Those with severe pain or decreased function who cannot be managed via telemedicine.
 - B. Products we will offer**
 1. In person follow up visit and consults for screened patients (patients with no recent covid-19 exposure, no recent travel and no symptoms)
 2. Diagnostic and Therapeutic procedures (steroid injections)
 3. Telemedicine visits for all other patients/issues as appropriate
 - C. Processes we have implemented**
 1. We have updated our scheduling, screening, and sanitizing processes to be compliant with the social distancing and best practice recommendations of CMS and Knox County Health Department. We will closely monitor any changes in recommendations and update our processes accordingly
 2. Scheduling
 - a) You will be asked screening questions at the time of scheduling to assess your risk for having or contracting coronavirus.
 3. Screening
 - a) Medical Center
 - (1) You will need to go through the medical center visitor checkpoint prior to entering the office building
 - (2) Please allow extra time to go through screening and find a parking spot
 - (3) **NO VISITORS** are allowed at this time, per medical center policy



b) MASK policy

(1) All patients/visitors to campus are required to wear a mask at all times

a) OFFICE SCREENING/Check In

(1) When you get to our office, please knock on the door. A team member will greet you outside the office and perform an office screening, consisting of:

(a) Temperature Check

(2) You may be asked to wait in the waiting area prior to going to your exam room. We have limited the seating in our waiting areas to maintain social distancing.

2. Sanitizing

a) We are fully sanitizing each of our patient areas between patients to protect you and our team members. We appreciate your patience with any delays this may cause.

3. Paperwork

a) Upon checking in you will be given a clipboard and pen with all paperwork you will need to fill out for your appointment. This will be collected at the end of your appointment and the items used will be sanitized for the next use.

b) Visit Summary Sheets will be emailed to you, and any prescriptions will be electronically sent to your pharmacy to minimize the risk to exposure.

B. Thank you for trusting us with the care of you and your loved ones. We look forward to helping our patients reclaim relief and function, and live life not limited by pain.