

Dear Patient,

As we all move forward to deal with changes in our lives, we want to thank you for understanding the changes in office hours and procedures in order to assist in slowing the spread of Covid-19. Please know our thoughts and hearts are with all of you who lost loved ones and we would like to express our sincere gratitude for all who risked their lives to protect and care for all of us.

Our utmost priority is the health and well-being of our patients and staff members. We are taking every precaution necessary for the safety of every person in our office. We have modified our daily operations as follows:

- We continue to limit the number of people inside our office and carefully observe distancing guidelines. This means we cannot have anyone seated in our waiting room.
- When making appointments: Let our staff know if you would prefer a **telehealth appointment** or **an in office appointment**.
- Due to the pandemic, you may have to wait much longer than usual to get an appointment
- Currently, we schedule telehealth appointments for patients in the morning and in office appointments during the afternoon.
- Every patient and staff member is **required** to wear an **appropriate face mask** (covering both your nose and mouth) and use **hand sanitizer**, in accordance with state and federal mandates.
- Patients and staff members will undergo a temperature check and health screening before entering our office. Any person with a fever and/or exhibiting flu-like symptoms, will be asked to reschedule their appointment. Please call our office to reschedule if you are experiencing cough, runny nose, fever or shortness of breath. Please reschedule if you have been outside the state or visited a COVID hotspot in the 14 days prior to your appointment.

ENMC, LLC reserves the right to refuse an in office appointment to protect other patients and our staff.

- We are happy to add your name to the cancellation list, and can call you when schedule changes arise.
- We ask that patients DO NOT bring additional persons/companions with them to their appointments unless assistance is absolutely necessary for the visit. A minor may be accompanied by one guardian.
- It is important that your lab work be done in a timely fashion prior to your office visit. Not receiving your lab work at least two days prior to your appointment may necessitate an additional visit and the corresponding fees.
- All new patient forms and lab work need to be received two business days prior to your appointment or your appointment to be rescheduled.
- When checking in for your appointment you must **call our office from your car** and the staff will ask health screening questions. You will be asked to wait in your car until we have a room ready for you.
- When you arrive in the office you will be required to fill out our *Treatment Consent Form During COVID-19 Emergency* in order to be seen by the doctor
- With regard to limited space and to comply with distancing guidelines, we will continue to ask that all non-office visit supplement orders be prepaid and picked up or shipped to you.
- **If you suspect that you have contracted COVID-19 we urge you to call a health care provider immediately, please do not wait to see if your symptoms progress.**

We thank you for trusting ENMC, LLC with your health care needs, and thank you in advance for your compliance and patience as we navigate through these ever-changing times.