

# RUTGERS HEALTH

May 12, 2020

Dear Patients,

As the pandemic of COVID-19 continues to affect our communities, Rutgers Health is working to ensure the safety of all who come to our clinical practice sites. While we encourage all our patients to stay home whenever possible, your health and well-being are of primary importance to all of us at the Rutgers Health practices that are part of Rutgers Robert Wood Johnson Medical School. We want to let you know that we are open. Our doctors and healthcare teams are here to care for your health. We do not want you to delay seeking necessary medical care.

There are a number of ways that we can provide medical care, and you and your doctor can decide which method of care delivery is best for you. Physicians are available by appointment to provide visits using video telehealth, telephone, or actual in-office visits.

If you come to one of our practice sites for an in-person visit or procedure, we want to assure you that your care team is taking every precaution to maintain your safety when you visit.

For the safety of all patients and staff, we have the following procedures in effect:

- Please wear a mask or face covering to your appointment. Cloth and other homemade masks are acceptable. If you are undergoing a procedure, a medical-grade mask will be given to you on arrival.
- All patients entering our clinical facilities are screened prior to their appointment for possible symptoms of COVID-19 such as fever, cough, shortness of breath, cold/flu symptoms, red eyes, loss of smell/taste, and body aches.
- If you are sick on the day of your appointment with any symptoms, please call the office to reschedule.
- If you are undergoing an office procedure, you may be required to obtain a COVID-19 test within 48 hours of your appointment. Your provider will advise you if this is necessary and arrange for testing.
- To maintain proper social distancing of at least six feet, only one support person may come with you or your child for an office visit. We will make exceptions for patients with disabilities who may require additional support. For some procedures, only the patient will be allowed in the office.
- All staff and physicians will wear masks and other protective equipment as necessary during all patient visits and procedures.
- We are limiting the number of patients arriving at the office to keep waiting rooms clear and maintain necessary social distancing.
- Additional cleaning procedures are in effect throughout the day.

We hope you and your family are staying safe and healthy during this time. We very much look forward to seeing you soon and providing you with the best possible medical care. Please contact us to schedule an appointment. We are here for you.