



We hope this letter finds you healthy and safe. We would like to take a moment and address our clinical services with respect to your medical care and our plan to gradually move from virtual to more in person care. Our entire nation, in fact the world, finds itself in a time of uncertainty at this moment. The best we can do right now is to prepare for the changes that are inevitably ahead of us as we continue to provide you with the very best access to healthcare.

Continuing Your Care

It is essential that you can continue to be seen and treated for any chronic health conditions and other medical concerns you may have. While providing virtual and remote access to care has been necessary and will remain a significant part of how we provide you with care, there is no replacement for dealing with your complex medical issues and preventative care in person. That is why we want to share our process of moving forward and gradually relaxing and returning to in-person care delivery.

Your Safety Is Our Top Priority

We understand that this is not a time to let our guard down at the expense of your health and safety. This is why we are implementing new and additional safety protocols to keep you and your family, as well as our staff, healthy and safe. R-Health will be planning a 3-phase approach to re-opening that is safe, efficient, and puts the care team at the least amount of harm while providing the best possible care and access to our members. While we do not yet have a date to “re-open” for full in-person care, here’s what you can expect from us as we start to plan for this next transition. Please note, that it is fully at the discretion of your provider if you are seen in person or virtually.

What You Can Expect from Us

- **Extensive Cleaning.** Cleaning of exam rooms and surfaces touched between each patient visit, as well as frequent disinfecting of our reception area and high-touch surfaces such as door handles.
- **Enforcement of social distancing.** There will be guidelines in place in our reception areas and exam rooms to ensure that we are still following safe social distance guidelines, such as floor markings for 6 feet of space, designating certain exam rooms for sick and well visits, and removing any communal objects such as reading materials or toys in the reception area.
- **Patient Screening.** We will continue to screen all patients with our COVID-19 screening questions before scheduling an in-person appointment. For in-person appointments, temperature checks will be given and if you have a fever >100.4 , you will be asked to return to your car and your provider will call with further instructions.
- **Staff Screening.** All staff members will be screened daily for symptoms of COVID-19 and will have regular temperature checks. Any staff member that exhibits any symptoms or have an exposure, will be quarantined according to current CDC guidelines before returning to work.



- **Personal Protective Equipment.** All staff members will be wearing appropriate personal protective equipment during patient visits and will be wearing face masks at all times.

How to Prepare for Your In-Person Visit

- **Wear a mask.** All patients will have to bring a face mask or covering, that covers your nose and mouth, to wear at all times while in the office. We will be unable to see you if you do not have a face mask and will offer to reschedule the appointment.
- **Don't bring additional visitors.** Please do not bring additional visitors with you to your appointment to limit risk of exposure. Exceptions may be made for necessary medical assistance or the patient is a minor.
- **Stay home if you feel sick.** If you are feeling unwell and are exhibiting symptoms of COVID-19 such as fever, cough, or shortness of breath, please call us to reschedule or change your appointment to a virtual one.

While these new precautions may feel more “antiseptic” and less personal than before, this is out of an abundance of caution in order to keep you safe as we interact together. Our ultimate goal will be to maintain and strengthen the connection we have established in order to care for you and your family even better.

We will make sure to communicate as best we can with you any changes that are taking place in our practices so that we can continue to provide the kind of terrific medical care that you've come to expect from us.