



March 30, 2020

Dear Patients,

Pain Consultants of Arizona realizes that you have many options for your pain management care, and we thank you for letting us be a part of yours. We know how essential alleviating pain is to living a happy productive lifestyle.

We are closely monitoring updates from the Centers for Disease Control and Prevention (CDC) along with guidance from local and U.S. government health agencies. Starting Wednesday March 18th, **we implemented a COVID-19 Preparedness Plan** designed to help us prevent the spread of the virus to the best of our abilities. Among other things, our plan includes the following:

- Phone screening all patients to proactively identify potentially infected patients and those that have a higher risk of exposure
- Temperature checks of all staff and patients upon entrance into the office
- Hourly sanitization of our lobby, exam rooms and other common areas
- Team members are following best practice infection prevention methods such as hand washing for at least 20 seconds and using hand sanitizers more often
- Implementation and shifting to a telehealth provider/patient experience

What is the protocol for seeing patients at your office/clinic?

We have implemented a telehealth solution from the provider **doxy.me** to be able to see and treat people utilizing this HIPPA compliant program. We will be continuing on a limited basis in office appointments and offering telehealth appointments. The platform needs only an internet signal, audio and visual capabilities, and this may be accomplished with a smartphone, computer or laptop with webcam and microphone. You will be able to live chat with your provider after we send you a text or email link during your appointment window. A telehealth appointment will be set up with you after booking an appointment with our office via phone call and completing any necessary paperwork and any copay, deductible, and co-insurance is verified and collected.

For this plan to be successful, we have implemented and respectfully ask that you be mindful of some new policies to ensure we minimize spread to our patient population.

If at any time you feel you meet criteria for COVID-19, please call our office to discuss alternate appointment options.

Such criteria include:

- Fever, cough, or shortness of breath
- International travel or Domestic travel from highly infected areas
- Exposure to someone with confirmed diagnosis of Coronavirus

In order to do our part to limit spread of the virus, **we will no longer allow non-essential family members in our clinic for any visit and only one visitor per patient.** This includes waiting room and/or exam rooms. Please make arrangements for them to wait in your vehicle during your visit. We will notify them via text once your visit is over. If you are undergoing a procedure, we will ask that your transportation meet us at the building entrance when you are ready for pick up.

Temperatures will be taken on all persons prior to entering our (Facility) waiting room. If you have an active temperature of 100.1 or higher, if any cough or cold symptoms with body aches, you will be asked to reschedule. We are asking all patients if they experience these symptoms to please stay home.

We encourage you to practice safe infection controls methods as well. The CDC recommends the following:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

We will continue to do our part to provide safe, high quality pain management care. At the same time, we hope these measures will ensure a delay of spread of COVID-19.

We want our patients and your families to know that we are her for you during these uncertain times and your good health is our first priority. Feel free to call our office at **480-222-7246** to schedule an in office or telehealth appointment.

Our clinic will be closed on Friday's starting April 3rd, 2020 until further notice.

Sincerely,

Pain Consultants of Arizona, PC.