



## **YES, HEALTHPOINTE'S 11 CLINICS ARE OPEN TO SERVE OUR PATIENTS!**

We are getting calls and emails asking if we are open and the answer is a resounding **YES!!!**

- All of our 11 clinics will remain open during our normal business hours, as we continue to offer all the same medical services.
- We will continue to answer phone calls and schedule new patients as well as follow-up appointments.
- Our providers are still evaluating and treating patients and our surgeons will continue to perform surgical procedures at our regular surgery center and hospital locations.

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Like you, our team here at [Healthpointe](#) is closely monitoring the news about the spread of Coronavirus and revising our protocols on an almost daily basis. Please know that our thoughts are with all those affected by this outbreak.

We are monitoring all the updates from the Centers for Disease Control, the World Health Organization, the National Institutes of Health as well as local and federal government officials to ensure we are taking all necessary measures to continue prioritizing the safety of patients visiting our clinics, as well as our dedicated staff members who are serving them.

These are just some of the steps we are taking during this Coronavirus crisis.

We will continue to monitor the situation daily and adjust accordingly:

1. We have enhanced and increased awareness of safety conditions while adhering to the best and most appropriate industry standards for cleaning to ensure our clinics are sanitized. Patient areas of our clinics are sanitized every 1-2 hours during operational hours and again after the clinics close and in the morning before we open.

2. We have instilled social distancing measures through discussions with our patients as well as many other items per all the official guidelines recommended, **which include but are not limited to:**

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- A policy that only allows treating patients inside the clinic. If a patient arrives with a guest, we are asking that guest(s) wait in their car.
  - Allowing no more than 5-10 patients in our reception area at any given time depending upon the size of the reception area. We have eliminated any other areas for patients to congregate to allow for proper social distancing.
  - If additional patients arrive, we confirm their cell number and ask them to please wait in their car until we call them in. All patients have the option of waiting in their car rather than the reception area at all times once they let us know they have arrived, either in person or by phone.
  - All clinics will have easy to follow directions posted on the front door instructing visitors what to do if they are sick.
  - We have a specialized screening room for patients with pre-determined risk factors. These risk factors are determined before any patient is allowed to enter the clinic.
  - Hand sanitizers and/or sanitizing wipes are available to our patients in our reception areas and throughout our clinics.
  - We are utilizing gloves and/masks as appropriate.
  - We are working towards a telemedicine option for your clients when applicable and possible. This telemedicine option should be available very soon and we will inform you as soon as it is available to your clients. Several of our clinics are already operational and we are going through test runs now. We expect the test runs to be done within the next 2 days.

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As always, we aim to continue providing the highest quality medical experience while serving our community in the safest way possible. We sincerely appreciate your understanding as we continue to make the necessary changes to navigate these very difficult times.

On behalf of all the doctors and supporting staff here at [Healthpointe](#), we thank you for your trust in allowing us to serve your clients/our patients. We here at [Healthpointe](#) are dedicated to as much as possible to provide medical care safely and effectively to minimize the potential of Coronavirus infection.

We continue to be very proud to provide your clients with quality medical care during this Coronavirus Pandemic and beyond.

Stay healthy and safe!

Sincerely,

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