



March 19, 2020

Dear Patient,

Amid ongoing concerns about COVID-19 (coronavirus), we want to assure you that the health, safety, and well-being of all Aspen patients is of the utmost importance to the providers and staff of Aspen Family Medicine & Geriatrics.

We are closely monitoring events in our local community and continuously updating our policies and protocols as a result of new information. Following the CDC and WHO guidelines, and out of an abundance of caution, Aspen is:

- Advising **ALL** patients to **CALL** prior to coming to the clinic.
- Asking patients 65 or older to refrain from coming into the clinic.
- For patients who do come to the clinic, there will be required screening upon entry. **NO VISITORS** will be allowed to enter with symptoms of respiratory illness or fever.
- Arranging the waiting room to accommodate social distancing.
- Routinely cleaning and disinfecting the shared spaces of the clinic and exam rooms.
- Offering TeleVisits or Virtual check in visits for **ALL** patient needs. Detailed information on accessing TeleVisits is available on our website (www.aspenfamilymedicine.org).
- For assistance with TeleVisits, please contact the office and a staff member will be glad to assist you in setting up for a virtual visit or gaining access to the Patient Portal as an additional means of communication with the office and your Provider.
- Physicals & Non-acute visits (i.e. lab review, imaging follow-up etc....) will be moved to a virtual format or rescheduled when routine appointments are reinstated.
- For patients with controlled scripts needing to be seen, we will allow a one-time Tele Visit appointment to accommodate them. This is a **ONE TIME** only and will only be in effect until July 1, 2020.

We realize this is a nerve-racking time and is anxiety provoking. We strongly encourage you to “shelter in place” as advised and to adhere to the following to safeguard you and your loved ones:

- Clean your hands often. Wash hands with soap and warm water for at least 20 seconds. Use sanitizer when washing is not accessible.
- Avoid touching your eyes, nose and mouth.
- Practice social distancing (6 feet of distance between people). Avoid close contact with people who are sick. Maintain physical distance in public spaces.
- Stay home if you are sick
- Cover your cough or sneeze with a tissue or in the crook of your arm; and throw away used tissue.
- Use disinfectant wipes or sprays to clean frequently touched surfaces at home and work.

In closing, please know we are **ALL** in uncharted territory and are doing our best to provide safe quality care to both Aspen patients and staff. We ask for your patience, grace and understanding as we navigate these waters with you!

Sincerely,

A handwritten signature in black ink that reads "John A. Fagan, MD". The signature is written in a cursive style and is placed over a light gray rectangular background.

Dr. John A. Fagan