



COVID-19 Update

COVID-19 continues to alter our daily activities, how we interact with one another and our environment at large. To adapt to the changes in our world and to ensure the health and safety of our valued patients and staff, Aspen has made the following alterations to our daily operating procedures and safety protocols:

Providers Availability & Appointments:

To reduce the number of patients in clinic daily, Aspen Providers are staggering their **in-clinic** days to the following:

- Dr. John Fagan: Monday – Thursday
- Dr. Darlene Espinosa: Tuesday & Thursday
- Dr. Mike Zuniga: Monday, Wednesday, & Friday
- Meredith Dettmar PA-C: Monday, Wednesday & Friday
- Jocelyn Tomista PA-C: Tuesday & Thursday
- Grace Zamorano DNP, APRN, FPN-C: Friday

Tele-Health Appointments

Telehealth appointments provide patients that option of receiving quality medical care in the comfort and safety of their own homes. To reduce exposure, Aspen is encouraging the use telehealth appointments for routine and non-emergent appointments such as lab reviews or medication refill appointments. For more information please contact our staff at 909-982-7741

What to expect if coming to the clinic for a pre-approved appointment:

- Upon scheduling, Patients will be provided a phone number to call / text when they arrive to the clinic for their pre-approved appointment.
- Due to COVID, patients are to arrive at least 10 minutes prior to their appointment as **Aspen is unable to extend a grace period during COVID-19**, patients who arrive after their scheduled appointment time will need to reschedule.
- We ask that patients refrain from bringing anyone else to their appointment unless required for assistance. If someone will be accompanying the patient, please inform staff in advance and they will be required to complete the screening process as well.
- Upon arrival at the clinic patients will be directed to proceed to the front door, where they will be greeted by an Aspen Medical Assistant who will conduct a brief COVID-19 screening and temperature check prior to allowing entrance into the lobby.
- Patients are required to wear a face mask, if they do not have one, one will be provided
- While in the lobby/clinic patients are to maintain social distance of 6 feet
- We ask that patients do NOT come to the clinic unless they have a pre-approved appointment.
- Aspen is monitoring and following CDC guidelines regarding cleaning protocols and in safeguarding our staff with the appropriate personnel protective equipment (PPE).

Communication

Given the climate of the pandemic, Aspen Family Medicine & Geriatrics is seeing a significant increase in our call volume. In the event of an emergency please call 911 or indicate in your message that this a time sensitive matter and will do our best to get back with you by days end.

For non-urgent issues, please allow up to 24 hours for a response from our staff.

As an alternative to calling Aspen Family Medicine & Geriatrics, patients are welcome to communication with Providers or staff via the Patient Portal or by sending an email to one of the following department emails:

info@aspenfamilymedicine.org or records@aspenfamilymedicine.org.

Thank you for being a valued patient at Aspen Family Medicine & Geriatrics! We are committed to providing quality medical care to our patients while taking steps to reduce the risk of transmission of COVID-19 to patients and staff.