



Dear Excel Patients,

The Excel team is committed to your health and safety, and we are focused on integrating the current State and DPH guidelines on providing patient care while keeping our patients and staff safe.

We have made a number of changes to our daily routines in our offices, medical spaces and therapy spaces aimed at reducing exposure to illness and possible coronavirus exposures. We promise to:

- ✓ Clean all high touch surfaces first thing in the morning, between patients, and at the end of the day. This includes waiting rooms, exam rooms and the X-ray suite.
- ✓ Screen all patients before booking and again at the front desk and reschedule them if they are symptomatic or have been exposed to the virus.
- ✓ Require all patients and staff to be properly masked while being in our office.
- ✓ Physically spread out communal spaces such as the waiting room and therapy gym area to allow six feet of space between patients.
- ✓ Remove all shared items (magazines) from our waiting areas.
- ✓ Streamline our processes so that there is less moving around the office, i.e. handling check out in the exam room.
- ✓ Spread out our appointment schedules to allow for proper social distancing.
- ✓ Require increased hand washing for our team including before and after each patient visit.

Here are a few ways you can assist us with maintaining safety during your office visit:

- ✓ Reschedule your appointment if you are feeling ill, have a fever or a cough, or have been diagnosed with COVID-19.
- ✓ Reschedule your appointment if you live with someone who has a fever or a cough or has been diagnosed with COVID-19.
- ✓ Wear a mask at all times while visiting Excel.
- ✓ Do not bring extra people into your appointment unless medically necessary.
- ✓ Arrive only 5 minutes before your appointment time. If you arrive earlier than that, please wait in your car.
- ✓ Update your demographics and insurance information through the patient portal.
- ✓ Wash and/or sanitize your hands frequently.

Thank you for your patience during this everchanging virus situation! Be well and please feel free to call our office with any questions.

Sincerely,

The team at Excel Orthopaedic Specialists

