



May 26, 2020

To Our Valued Patients,

At Specialty Surgical Center, we believe our business is ensuring the health of your business in every way. As the COVID-19 pandemic evolves and health care offices begin to reopen, SSC's team members are looking forward to seeing you in person soon – and safely.

To that end, we have developed a set of guidelines for Specialty Surgical Center (SSC) to follow before and during visits to your office. These guidelines, shared below for your benefit, will remain in place at least through Labor Day:

- **Call Ahead:** Please call before entering the center. We are following Centers of Disease Control (CDC) guidance for screening all patients for known symptoms of COVID-19 prior to appointment.
- **Temperature Checks:** For your safety, every person entering the center, including employees will have their temperature taken prior to entering the center.
- **Masks During Visits:** SSC will wear a face mask or face covering at all times in our office. Upon completing a visit, they will wash their hands or use hand sanitizer before exiting your facility. We ask that all visitors wear a face covering when in the office as well.
- **Enhanced Cleaning Precautions:** As an added precaution, we have thoroughly disinfected the office and covered all touch surfaces with an

anti-microbial product that kills germs on contact. We also increased daily cleaning efforts of all “high touch areas.”

- **Social Distancing:** We are using social distancing throughout the center, including the waiting room. For your safety, we are only allowing one family member to accompany you on your visit and suggest they remain in their car or someplace outside until you are ready to leave.
- **Video Calls:** As an alternative to an in-person visit, our surgeon will contact your family member to update them on your procedure. The nurse will also contact your visitor with discharge instructions and wheel you to your car upon discharge.

We want to be as respectful as possible to you and your care team because the safety of your team and ours is the first and foremost priority. We thank you for welcoming into your office, and we look forward to seeing you soon.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Watson NP-C". The signature is written in a cursive style and is positioned to the left of the printed name and title.

Jennifer Watson NP-C

Administrator