

Vijay K. Anand, M.D.

Letter to Our Patients & Their Families Regarding Our Re-Opening

To all of our valued patients and their loved ones, **WE ARE HERE TO KEEP YOU SAFE.**

During these unprecedented and trying times, we at our office hope that you and your families have remained safe and healthy. We are pleased to inform you that we are commencing a **re-opening on June 22nd** in a manner consistent with the New York State Healthcare Provider Guidelines. We invite our established and new patients to begin scheduling appointments. Because we are not in a hospital or university based setting, the potential for patients to be exposed to COVID-19 while in our offices is significantly reduced. We understand the safety concerns that our patients may now have regarding visiting a doctor's office and we recognize that our patient's physical and emotional well-being are equally important. To that end, we will continue our daily efforts to help patients feel comfortable, safe and secure in returning to our office.

WHAT ARE WE DOING TO PROTECT PATIENTS AND STAFF?

1. All staff will continue to wear masks at all times and all appropriate Personal Protective Equipment (PPE) will be utilized.
2. Thorough dis-infection procedures will be performed in every exam room after every patient.
3. Appropriate social distancing measures will be adhered to within the office.
4. All patients will be contacted within 24-48 hours of their appointment to be screened for COVID-19 and COVID-19 related symptoms over the phone. Patients with active or questionable symptoms will not be allowed into the office. (It is important that patients provide accurate contact numbers to our office when scheduling their appointments. If we are unable to confirm your appointment and perform COVID-19 screening over the phone, after two attempts, we may need to cancel your appointment to accommodate another patient to ensure patient flow.)
5. Upon arrival to our office, patients will be screened at the entrance for COVID-19 symptoms and temperatures will be checked. Patients who have symptoms or fevers will not be allowed into the office and will be referred to their primary medical care doctors.
6. All patients must wear a protective face covering upon arriving to our office.
7. Only patients will be allowed into the office. An exception may be made for a patient requiring significant assistance.
8. The strictest standards will be utilized and will evolve as appropriate and per New York State and CDC Guidelines.
9. As this will be "soft re-opening" for the first two weeks, please understand that appointments slots will be limited.

WHAT YOU NEED TO DO ON THE DAY OF YOUR APPOINTMENT

1. Please bring and wear a face (nose/mouth) covering.
2. Please do not bring anyone with you into the office. Drivers and family members should wait outside or in the car. Exceptions will be made on a limited basis; please inform us of your needs in advance of your appointment via a phone call.
3. To allow for appropriate social distancing in the waiting rooms, we request that you arrive within 10 minutes of your appointment. If you are delayed for any reason, please kindly reschedule your visit. Exceptions will be made if we can safely accommodate you.
4. Upon your arrival, and prior to entering our office, a team member will check your temperature and ask you about COVID-19 related symptoms. We thank you in advance for your cooperation.
5. Please be informed that due to the limited number of appointment slots during the “soft re-opening” time period, our appointment schedulers will inform you of the appointment time slots that are available to you.
6. Please note that due to the limited appointment slots that are being sought after by our patients, any appointment cancelled or missed, without 24 hour advanced notice, will be assessed a \$50.00 fee.

We look forward to welcoming patients back to our office as we continue to provide care. Please feel free to contact us with any concerns or questions with regard to your upcoming office visit. We will be happy to assist you.

You may reach us at **1-(212)-452-3005** or email **shoni@vijayanandmd.com** for any inquiries.

Sincerely,

Vijay K.Anand, M.D., F.A.C.S.