



June 1, 2020

Dear Patients,

We have continued limited services in our office since the start of the COVID -19 pandemic, and we are planning on how to best expand our in-person services while adhering to the safety guidelines. As we prepare, there will be new office policies implemented. Please help us follow these new guidelines listed below. Forms are attached and will be available at the front door as well.

- Patient Notice and Acknowledgement Form: This form must be signed prior to your visit. This will only need to be signed once. Please sign and bring the form to the front desk when you check in.
- COVID Exposure Questionnaire: This form must be filled out prior to *each* of your visit. Anyone accompanying you to the visit will also need to fill out a form. If you have answered “yes” to any of the questions, please do not enter the office. Please call the front desk at 650-474-2130, and we will inform you if you may keep your visit. If you have answered “no” to all of the questions, please bring the form to the front desk when you check in.
- Credit Card Authorization Form: Please fill out this form and bring it to the front desk when you check in. This form is to acknowledge that we have your permission to keep your card on file in a confidential section of your electronic medical chart. The three-digit security code will not be included. The section on the form with your card number will be destroyed once entered into your chart.
- “Waiting Room in Your Car”: Please wait in your car upon arrival. We will call you in when we are ready for you. We will try our best to stay on time. If you have any questions when you arrive, please call the front desk at 650-474-2130. We will no longer have patients wait in the common seating area to accommodate for social distancing.
- Monitoring Temperatures: We will use a contactless thermometer to take the temperature of everyone who steps into the office. If you have a temperature of 100.4 or higher, please refrain from coming to the office. We will also be taking the temperature of all staff members to ensure that they do not have a fever.
- Hand washing: Everyone who enters the office must wash their hands upon arrival, or use hand sanitizer. We are in short supply of hand sanitizer, so if you have your own, please bring it with you.
- No Writing Instruments: Please bring your own pen to help us minimize contact and cross-contamination.
- Minors: We respectfully request that patients under the age of 18 be accompanied by no more than one parent/guardian.

- Masks: All patients and family members need to wear a mask at all times. Our staff will also be wearing masks. This is to minimize the potential for exposure, and to help protect you, your family, and our staff.
- Doors: We will leave some doors open so you will not need to touch the doorknobs.
- Cleaning and Disinfecting: The staff will wipe down and disinfect common areas throughout the day.

The safety and well being of our patients, staff, and family remain one of our primary concerns, as we continue to treat and manage our patients and their ongoing health issue. Please help us keep everyone as safe as possible.

Thank you,
Pacific Frontier Medical, Inc.