



May 6, 2020
Re: Office Re-Opening

Dear MemoryCare Family,

On March 11, 2020, the World Health Organization declared the COVID-19 (Novel Coronavirus) viral disease to be a pandemic. As a result of this emergency, MemoryCare, like other medical practices and organizations in the community, have had to adapt to meet the evolving challenges of the pandemic to ensure our staff and clients are safe while also ensuring families have access to services they need.

At MemoryCare, we are following CDC and state recommendations, implementing necessary precautions. As a result of the crisis and waivers made by CMS (Medicare) and other insurance companies, we were able to activate telehealth visits alongside limited office hours. As long as insurers allow tele-visits, we can make arrangements to facilitate for those who prefer being seen in a tele- format.

Beginning June 1, 2020, MemoryCare will be open fully for seeing families in the office again with precautions outlined below. We are beginning the process of rescheduling visits missed during the COVID-19 pandemic. Please call our office at 828-771-2219 to reschedule your appointment or, if you prefer a tele-visit, let us know so that arrangements can be made.

FOR YOUR VISIT:

Following safety guidelines is key and protects us all. Our office will be taking the following precautions to facilitate everyone's safety:

- **Please arrive 15 minutes in advance of a scheduled visit** to allow time for the screening process. You'll stay in your car on arrival and be checked in by one of our staff then escorted to a designated waiting room.
- Your team's care manager will come to get you when they are ready for you to be seen. Unfortunately we have to put a hold on our coffee and snack bar for now.
- Until further notice we will check temperatures of anyone prior to entering our office and ask a series of screening questions (see on back of this page).
- If anyone in your group is sick (has a fever, cold symptoms, malaise) please do not to come to the visit. If the screening shows anyone with a fever, they will be asked to reschedule.
- MemoryCare's clinical staff will be wearing face masks during visits.
- We ask that patients and visitors wear a face mask as well- we will provide one if you don't have one (our supply is limited so we appreciate your bringing your own if you have one).
- If you use hearing aids, please wear them!
- We'll be social distancing with at least 6 feet between us- families who come together can remain closer.
- You will be asked to wash your hands on arrival.
- PLEASE NOTE: We are limiting the number of people in our office so we ask that *no more than two caregivers accompany the patient to the visit*. If there are more who want to be involved with the visit, we can arrange to have phone or video conferencing to facilitate their participation (please let us know in advance if this will be needed). 2 caregivers, one patient = max three *in person*- we can video or telephone others in who want to join the visit

And, of course we are disinfecting, washing hands, and... looking forward to seeing you and your family. Please don't hesitate to call with any questions. As new developments occur, we will keep you informed. Thank you for your support and patience during these challenging times. We look forward to seeing you at your next appointment.

Sincerely,

Virginia Templeton, MD and *The MemoryCare team*
Executive Director

MemoryCare COVID-19 Pre-Screening Form

Please answer the following:

1. Have you had contact with anyone with confirmed COVID-19 in the last 14 days? _____
2. Have you been tested for COVID- _____
19?
3. If so, results _____negative _____ positive If positive, date of test: _____
were:
4. Have you had any of these symptoms in the last 14 days?

Fever greater than 100.4
Difficulty breathing
Cough
5. Are you currently (within past 72 hours) experiencing any of the following?

Fever greater than 100.4
Difficulty breathing
Cough