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March 18, 2020

Dear Patients

We have been closely monitoring available information concerning the Coronavirus Disease 2019 (COVID-19) and guidelines presented by the Centers for Disease Control and prevention (CDC), and our local and state governors' offices, as well as national ophthalmic and outpatient surgery associations.

We have published this notice to maintain open lines of communication with you regarding specific steps we are taking. After careful research and discussion, we have opted to exercise an abundance of caution in order to ensure that we have the safest environment possible for our patients. The following is a highlighted list of our precautionary protocols:

- We have increased our office disinfection procedures (waiting rooms, restrooms, other patient occupied areas)
- The use of hand sanitizer is highly recommended and readily available in several locations throughout our facilities for our patients.
- All patients are called prior to their appointment and our coronavirus questionnaire is reviewed
  - o Patients must reschedule if they feel ill or are exhibiting cold or flu-like symptoms, have traveled to affected countries or hotspots within the last 14 days, and/or knowingly have been exposed to COVID 19. Hands must be washed prior to appointment.
- All patients are given the option to reschedule their appointment
- We have reduced our schedule to allow for social distancing
- We will see patients referred from optometrists or medical doctors for medical or surgical condition, but only if the patients meet the requirements noted above.
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We anticipate the potential risk of new developments; thus, these protocols are subject to change rapidly with the circumstances surrounding the pandemic.

As we continue to monitor this situation closely, we will keep you updated regarding any new changes to our policies or procedures regarding patient appointment. We want to continue to work closely with you regarding your patients' needs during this unprecedented global health crisis

We are still here seeing patients, please feel free to call if you need us.

Sincerely,

Nicholas A. Sala, D.O.