Dear Patient,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, so we are excited to announce that our medical practice is now reopening for routine and non-urgent visits.

We look forward to serving you and wanted to provide information on new processes for your next appointment. All changes have been made in accordance with guidance from the Centers for Disease Control (CDC), the California Department of Public Health (CDPH) and California Medical Association (CMA) to protect our patients and staff:

**+** My staff will be in contact to ask a few screening questions before your scheduled appointment. There may be additional questions when you arrive at our office.

**+** Please remain in your car, and call **925-299-9919** or text **510-298-0297** when you arrive. A staff member will come out to escort you to the appointment.

**+** No guests or visitors will be allowed to join patients, except for parents of young children or caregivers for elderly or infirm patients.

**+** Some patients will be offered the option of a virtual visit from our staff utilizing **an HER platform. In this case an email and/or a text will link sent to you within 24 hours of your appointment.**  Please know that you will still receive the same standard of care you have come to expect from us.

**+** You may be asked to wash your hands or to use the hand sanitizer as soon as you enter the office.

**+ Our waiting room will no longer offer magazines, children’s toys and other items that are difficult to clean.**

**+** You may be offered fewer scheduling options for your appointment to allow for physical distancing between patients.

**+** Please wear a face covering to protect yourself, other patients and our staff (young children and those with health conditions that preclude wearing a mask are exempted). While you may not feel you need one, in case you are an asymptomatic carrier of the virus, we know masks help prevent the spread of the virus, and we see high-risk patients in our practice. We thank you for helping protect them.

We look forward to seeing you again and are happy to answer any questions you may have. To make an appointment, please call **925-299-9919** or visit **www.lamorindaent.com**.

Most of all, thank you for being our patient. We value your trust and loyalty, and we look forward to welcoming you back to our office.

Sincerely,

**Sassan Falsafi, MD, MSChE**