



June 19, 2020

Dear Patient,

Your health and safety and that of our team of professionals are of utmost concern. We are taking aggressive steps in response to this new corona virus. With guidance from the Centers for Disease Control and Prevention (CDC), and local public health, we have implemented procedures to maintain a clean, healthy environment here at First Care. We understand your concerns and are doing what we can to put you at ease, adapt, and deliver the same quality of care. Please do your best to heed the CDC and State of Alaska recommendations to wear face coverings in public settings; that includes our clinic.

Here is what we are doing to ensure your health and safety:

- When you arrive to our clinic, please stay in your vehicle, and call 345-1199 for further instruction.
- For your protection and others, we ask that you wait in your vehicle and wear a mask or face covering when entering the building and during examination.
- COVID testing is conducted primarily via drive-up. The provider will determine if you need an exam and may do so in the tent or in the clinic. You must be wearing a mask/face covering before entering the building.
- Anyone entering the building and during exam will wear a mask or face covering, regardless of showing symptoms or not.
- Most information will be obtained via Patient Portal or over the phone to limit face to face interactions.
  - Registration information
  - Screening information: reason for visit, symptoms, social and medical history
- We are limiting the number of people in our facility to adhere to the strict guidelines of physical distancing. You and/or support system may be asked to wait in your vehicle. When it is your turn, only the required individuals will be allowed in the treatment rooms.
- Frequently touched surfaces will be cleaned and disinfected after each use.
- Regarding our staff:
  - Staff who are sick stay home
  - Regular temperature reads are taken
  - Staff will wear masks at all times when the 6ft distance cannot be maintained
  - Staff will use proper PPE during exam and tests

Thank you for entrusting your care to us and for the opportunity to serve you. Know that we are doing everything in our power to provide a safe and healthy experience for our patients and team alike.

Sincerely,

First Care Medical Centers, LLC