



Dear Valued Patient,

03/12/2020

We understand that given the current situation you may have heightened concerns related to going into public places and just an all-around apprehension with engaging in daily activities that involve leaving your house.

We, at this time, have taken steps to ensure that you and our team members are safe. Consistent with government recommendations the Tristate Medical Group locations have implemented the following enhanced daily cleaning procedures.

- Each sitting area will be routinely and thoroughly cleaned
- Counters where patients interact will be wiped down at a minimum of twice daily
- All phones will be wiped down routinely throughout the workday
- Each delivery vehicle and transport vehicle will be wiped down after daily use
- Frequent hand washing will be practiced by all team members
- Effective immediately all public coffee and water stations will be suspended until current guidance changes.

These are easy ways to curb the spread of any germs within our workplaces.

Here are some facts concerning the coronavirus COVID-19 (coronavirus)

- What are the most common signs and symptoms? Most Common are fever, dry cough, shortness of breath, sputum production, sore throat, headache, body aches.
- How is it spread? It is spread by droplets. Someone infected coughs or sneezes small particles onto a surface, which is picked up by another person, who touches their own face and contaminates themselves.
- How long does it take to have symptoms once you are exposed and how long does it last? Symptoms start about 5 or 6 days from the time of contamination. Milder infections take about 2 weeks to recover. Severe cases have taken as long as 6 weeks.
- How long does it stay on a surface? It probably lives on a surface for about 10 days at most - but temperature and humidity matter. Frankly, we just don't know. If you're suspicious, spray antiseptic, then allow it to air dry before touching.
- How contagious is the virus? It is more contagious than the regular flu. By comparison, each person that gets the corona virus will give it to two other people. The regular flu is given to 1.5 people by each infected person. By comparison Hand Foot Mouth is given to 16 people by each infected person.

Our goal has always been the same at the Tristate Medical Group, we want to solve problems for our patients, and we want to have a great experience while doing that. Your health and the health of our team members is our number one priority at this tumultuous time in history. We will do our part and we will adapt to the changing times.

Thank you as always for being patients of the Tristate Medical Group.