



# YOUR SAFETY IS OUR PRIORITY



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**Dear Patient,**

At EPGI, it is our responsibility to keep you safe. As your health partner, we have taken extraordinary measures to deliver the safest possible care. We ask for your patience and understanding as we adjust our office flow to support CDC and Pennsylvania Department of Health recommendations as we gradually move through different phases of reopening.

EPGI is offering appointments, virtually or in person. Telehealth (virtual) office visits will still be offered but we will now begin some face to face office visits on a limited basis. Here is how we redesigned your in-person doctor visit to keep you safe:

- Upon entering our reception area, we will be taking your temperature and asking COVID screening questions.
- If you have a temperature over 100.4 degrees or cough, shortness of breath or other COVID-19 symptoms, your appointment will be rescheduled.
- Only patients, or patients plus one critical caregiver, are allowed into an appointment.
- We require patients, and staff to wear face coverings (cloth or surgical)
- Waiting room seating is spaced out to support physical distancing.
- All flyers, brochures, displays, and magazines have been removed from the waiting room.
- We have added time between appointments to allow for sanitizing and to keep patients distanced.
- Signs clearly show that your room and equipment is cleaned between each patient.
- Your care team wears personal protective equipment (PPE) and sanitizes frequently. We have obtained the following PPE:
  - Masks
  - Sanitizer
  - Eye Protection for face to face caregivers
  - Gloves for all patient contact
  - Plexi-glass partitions to protect our staff.
- Safe distancing floor tape is in certain areas of the practice

As always, our main concern is the safety and well-being of our patients and staff. We will be communicating any changes as we continue to operate our practice. If you have any concerns, please contact our office.

**Sincerely,  
EPGI Physicians and Staff**