

Dear TOCA Family,

This is an update from our office regarding operations in the wake of the COVID-19 or Coronavirus. We take the health and safety of our staff and patients seriously and continue to take precautions to prevent transmission of infectious diseases. As stewards of your well-being, we take an especially keen interest in ensuring we are doing all we can to help manage its spread and mitigate risk in the community. With this in mind, we are reaching out to share the actions we are taking to keep our patients, team members, and our community healthy.

We are committed to our patient's healthcare needs and want to educate you concerning tangible and proactive steps we are taking. This considers the best practices as identified by the Centers for Disease Control (CDC) and local authorities.

- All Patients and guests will be required to be pre-screened prior to their appointment.
- We have implemented additional cleaning and sanitizing protocols in each clinic to include sanitizing surfaces multiple times throughout the day. This includes door handles, light switches and used and unused equipment
- We are requesting that our patients not bring any unnecessary guests with them to their appointments. Please have anyone driving you to your appointment wait in their vehicle
- We are keeping in close communication with our employees to ensure their exposure is limited to prevent the spread of COVID-19 to our patients
- If an employee appears to have acute respiratory illness symptoms, they will be immediately sent home and the clinic will be sanitized to prevent any possible exposure to patients

We also encourage our patients and others to follow some simple guidelines from the CDC, which serves as helpful tips:

- **Wash your hands** often with soap and water for at least 20 seconds.
 - ✓ If soap and water are not available, **clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.**
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.
- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in the trash.
- **Avoid close contact** with people who are sick.
- **Clean AND disinfect frequently touched surfaces daily.**

Most importantly, please **stay home if you feel sick or have a fever or cough**, as we are happy to reschedule any upcoming appointments you may have.

We hope these steps we are taking bring you comfort that we can continue helping you reach your healthcare needs. Please continue to check our website for any updates as we continue to monitor COVID-19.

Thank you for your loyalty and continued support!

TOCA Physicians and Leadership Team