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Good Morning Susanne,

Mary Ellen is not the point person on any of the topics you asked about. I have been doing all of the things you asked and am happy to give you a report on A to Z and our policies during this time.

 Here is some information on what our practice is doing. Please let me know if you have any questions or I can help with anything. As always I hope you are staying safe during this time.

 -We have bought a new infra red touch less thermometer. When the employees come in, there is a daily symptom checker and temperature log they must complete at front door. If they have any symptoms or a fever they will be sent to their car and we will arrange for Covid 19 testing.

-We will be designating one room for sick visits and the patients will come in the rear entrance of our office and the Well visits and follow ups will stay in their car and be called once the room will be ready for them to have their visit. We have also installed two new stationary glass at the front desk to ensure the patient and staff are distanced during check in. We have left only 3 chairs in out waiting rooms for those who have to wait there with masks on.

-It has been Kathy, Mary Ellen and myself for the past two months. This past week my MA Patti has come back and is sitting in front scanning charts and helping to schedule patient appointments. We are all more than 6 feet apart and maintaining social distancing daily.

-Telehealth is being run by Kathy and myself. I have a desk outside of Kathy's office. I call the patients the day before to confirm and explain Telehealth to them. During the day of their appointment I check them in collect any outstanding payment and Kathy does their telehealth visit. After she is done I schedule there next appointment with us. If they need blood work prior to next appointment we mail it to them.

-Most of our patients have declined to come into the office and want to wait until their physical to get immunizations. The patients who are eager and willing we have come into the office for their injections. We make sure the room is clean and we are all wearing masks and the patient has no fever.

-We have been reading the updated guidelines by the in insurance companies. My representatives have been emailing them as they are published. We also call into the Blue cross calls on Wednesdays as well as the DOH to hear the guidelines. Our medical biller is also up to date on all of the guidelines and ensures accurate billing.

Overall, this has been a very quick change to our daily office flow. We have had to adjust to the new guidelines, fear and maintaining everyone's health. We have been working Full-Time doing Telehealth to any patient that needed a visit. The patients have been wonderful and are so thankful we are here for them during the normal hours to speak with and do visits. Although, this is not the best practice and we are looking forward to completing yearly physicals and in office appointments this has given our patients a sense of comfort and normalcy during this unsure and fearful time. We reassure them that we are here for them and we will get through this and their health is our priority. We have changed our office policies and aesthetics to ensure not only the patient but the staff as well feel safe and secure once our opens up Full-Time. This has been a learning curve for all but with great team work and dedication A to Z Primary Care is thriving and ready to face the next step in this pandemic.

We have filled out the Control plan suggested by the governor and have created a policy for sick staff. I will attach these and my daily log that we are using to monitor my staff.

-- Please let me know if there is anything else you need ! Thank you

Janel Snowden

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