

**May 26<sup>th</sup>, 2020**

The past few weeks have been a journey of exploring options and guidelines to safely open Fal River Health Center, LLC amidst a scientific mystery that leaves clues and few answers. There have been daunting moments, akin to my memories of climbing in the Himalayas and kayaking in Alaska. Strength, courage, and a profound understanding of the prevailing forces will guide us to safety, health, & happiness.

For many people life feels as if it is in suspended animation. By opening the office, I hope to offer movement to restore social contact & patient centered integrative medical care.

**Following CDC guidelines, I will be offering limited *in person office visits* beginning June 8<sup>th</sup>.** Telemedicine will continue as we bridge the challenges of social distancing & medicine. If you have any questions regarding these procedures please call the office. Safety and well-being is my focus as we begin re-entry during the pandemic.

### **ARRIVAL**

**\*Masks will be required for anyone entering the office\***

Please arrive 15 minutes prior to your scheduled office visit and call **207-781-7880**.

The office is locked and we are not using the waiting room. You will need this extra time to follow safety precautions upon entering the building and office.

Proceed up the stairs to the office door by the waiting room. Please stop at the restroom across the hall from the office and wash your hands for 20 seconds.

Hand sanitizer will be used prior to entering our office. Temperature check & pulse oximetry will be recorded. Screening checklist will be verified.

Appointment times will be honored to assure proper cleaning of the office between patients. If you arrive late, your appointment will be shortened.

Please be prepared to leave coats & bags on a plastic boot tray in the waiting room. No loose items, including keys & cell phones, will be allowed in the exam room.

Everyone in the office will be wearing masks, and we are trained in proper cleaning and sanitizing procedures.

We will go directly to my office. Remedies will be prepared & given to you while you are in the room.

Please avoid stopping at the front desk as you enter & leave the office. Scheduling & payments will continue to be done via phone.

Upon departure, you will be offered a clean wipe to handle the doors as you exit the building.

### **PEDIATRIC ARRIVAL**

One parent can accompany a child to the exam room. To keep the office as sanitary as possible, no siblings and/or caretakers will be allowed to enter the office.

To prepare your child for an in-person office visit, I am happy to schedule a short Google Hangout call to practice what I am calling "*MASKERADE time with Lindy*". I will wear a mask and tell a story of why we need to cover our mouths & noses.

Toys & books have been removed from the office. If your child has a favorite plastic toy (such as an animal on the farm), I can have one toy available. Please let us know at the time the appointment is scheduled.

PLEASE do not bring anything from home including food, sippy cups, toys or books.

It is an honor to hold a beacon of light through these challenging times & I look forward to seeing you in person soon!

In health & happiness,

*Lindy*