June 1, 2020

We are excited to welcome patients back to the HTC. We have made many changes in clinic to ensure a safe environment for all of our patients, families, and staff. Social distancing, face coverings, and illness screening have become part of our standard routine. Staggered arrival times and fewer appointment times have been created to ensure we are able to honor social distancing for all. We hope to be able to offer more face to face appointments soon as we learn how to do this with you.

We need everyone’s help to create a safe and clean clinic. The following rules have been created for your safety and ours:

- Everyone must have an appointment; no walk-in appointments will be accepted.
  - In case of emergency you will be directed to an emergency room or 911.
- We will have a limited number of visitors in the clinic to start. Patients only please; maximum of 2 legal guardians with pediatric patients as needed. No siblings please.
- All patients and guardians entering the CU Medicine building, and then the HTC must wear a mask.
- Arrival time is 10 minutes prior to your scheduled appointment. Please do not arrive any earlier as we are trying to avoid passing other patients in public areas. Patients that are 10 minutes late or more will need to reschedule their appointment by phone. Please do not come into the clinic to get rescheduled.
- All patients and guardians coming to the clinic will be screened for the following symptoms*:
  - Temperature equal or greater than 100 degrees Fahrenheit
  - Cough
  - Shortness of breath
  - Loss of taste/smell
  - Body aches/Chills
  - Runny nose
  - Sore Throat
  - Vomiting
  - Diarrhea

*If you are experiencing any of these symptoms do not come to the HTC. Please call to reschedule your appointment.

- Elective surgery and dentistry is re-starting with vigor. We are having difficulty with the requests for plans. Many calls are coming in last minute. We will ask you to give us 3 weeks’ notice for a plan to be complete. If a plan is needed sooner an HTC physician must speak with the surgeon or dentist.
- Please note that our building remains locked at this time. Our pager number is listed on the door of our building with instructions. Please call the pager when you arrive at the door and we will greet you.
- Clinic hours return to 8 am-4:30 pm, Monday through Friday.

Thank you for your support and understanding. We look forward to serving you.