



March 23, 2020

Dear Valued Patients,

Over the last few weeks, we have faced many challenges with regard to the Coronavirus (COVID-19). We want to assure you all that your health, as well as the health of our staff, remains our top priority. At this time, we are operational and seeing patients on an as-needed basis, and will continue to do so until recommendations change.

Following recommendations from the CDC and the New Jersey State Department of Health, we have taken many steps to reduce the risk of exposure and transmission of COVID-19 in our office. In the best interest of our patients and staff, we are adopting the following procedures until further notice:

1. All consultation appointments for new or returning patients will be conducted via telemedicine. Please note that the telemedicine platform is a new consultation format that we adopted quickly in an effort to avoid disruption to our new patients who are scheduled for new patient consultations. We ask for your continued patience as we adjust to this new format.
2. Most insurances are on board with paying for the telemedicine format, and we are limiting any patient responsibility to your typical copay for the time being.
3. Patients who have been advised to come in for morning monitoring, or for a scheduled semen analysis appointment, should come alone. No partners or children will be permitted to accompany you. If a partner accompanies you, please ask them to wait in the car or outside the office.
4. When you check-in, you are asked to write your name AND your cell phone number, complete a COVID-19 screener, and return to your car or wait outside. A staff member will call you when it is your turn for monitoring.
5. Patients and staff who are sick or who have been in close contact with someone exhibiting symptoms of, or been diagnosed with, COVID-19, or who have recently travelled to an area considered high risk (including, but not limited to, Europe, Italy, Iran, China, Japan, South Korea),



are asked to stay home and not come into the office. This includes patients in active treatment cycles.

6. Some members of our administrative team are working from home and have set up Google Voice numbers to allow our patients to continue to freely communicate with them. Please be sure to check your voicemail and keep it clear so we can leave you a message if you do not answer.
7. Each exam room, recovery room, and the procedure room are undergoing a more intensive cleaning between each patient.
8. Patients will be asked to sanitize their hands before entering the exam area. Hand sanitizer is located at the front desk and throughout our office.

Please be advised that we are continuing to monitor the CDC and NJDOH recommendations and restrictions surrounding COVID-19, and will communicate to you any updates or changes to our protocol.

Stay safe and healthy.

The FINJNY Team