



Dear Valued Patients,

The clinicians and office staff of the Fertility Institute of New Jersey & New York have missed our patients so much during this unprecedented time, and we thank you again for your patience as we navigate our new “normal”. We have been closely following recommendations made by ASRM (American Society for Reproductive Medicine), the CDC, and NJDOH for guidance concerning our practice. A few weeks ago, we began a gradual reopening of our practice, after ironing out new policies concerning patient flow and office procedures to help ensure the safety of our patients and our staff.

**We are delighted to announce that we are ready to open the office for all types of treatment cycles beginning Monday, June 1, 2020. Please continue to read below.**

We will be following rigorous protocols and office measures to ensure the safety and well-being of our patients, clinicians and office staff. As such, we ask for your patience. We know that there is a strong desire by many to begin or resume treatment as soon as possible. With the new policies in place (some of which will be detailed below) our office may not run as efficiently as you, or we, are accustomed to. We want to keep everyone safe, and we ask for your full cooperation regarding our new policies and procedures.

**We ask that you take a moment to review the 2 attached documents PRIOR to coming to our office for treatment: Consent for Evaluation during COVID and SART Impact of COVID-19 on Pregnancy.**

As we are trying to minimize face-to-face interactions in an effort to limit exposure for all, we ask that any exam room discussions during monitoring hours be brief, and if you have more detailed or involved questions, we can follow up with you later in the day by phone or videoconferencing.

Please make note of the following important updates to our office policies:

- 1) As per the NJ state law, you must wear a face covering/mask at all times in our office. If you don't have a mask, they are available online for purchase.
- 2) Our routine monitoring hours will resume to the normal 6:00 am - 8:30 am on Mondays, Wednesdays and Fridays.
- 3) You will get a call from our staff on the day prior to your visit, with a screening questionnaire.
- 4) Upon your arrival to the office on the day of your appointment, you will also be asked to complete a questionnaire, and you will have a temperature check done. Our staff is undergoing the same protocols daily, and if anyone has been exposed or is feeling unwell, they are sent home to monitor symptoms.
- 5) We ask that you come alone to your appointments, unless a driver is required post-procedure. We cannot allow spouses/partners or children to accompany you into our office. You are welcome to do FaceTime with your partner while you are in the exam room, if you would like.
- 6) Please bring your own pen to sign-in at the check-in desk, and to take any notes.

7) After check-in and temperature check, you will be asked to go back to your car to wait to be called until it is your turn for bloodwork and ultrasound. Please be sure you have your cell phone with you so we may reach you. Please understand that extra time may be required to clean the exam rooms between patients.

8) During your visits to the office, we ask that there is no direct interaction regarding financial matters or anything else with the front desk administrators. You will be contacted later in the day if you have a copay due. You may pay your bill over the phone by credit card, or you can go online and submit payment via our secure PayPal account. Please use this link to access and make payment: [www.PayPal.Me/finjny](http://www.PayPal.Me/finjny). In addition, you may contact our Billing Supervisor, Ashley, at [ashley@fertilitynjny.com](mailto:ashley@fertilitynjny.com), or on her Google Voice phone number at 201.648.5392 with any questions. Please leave a detailed message if she doesn't answer, and she will return your call.

We are excited to continue to help build families, while prioritizing the health and well-being of our patients and staff. This may require frequent tweaks to our policies, and we appreciate your patience and adherence. This is truly an unprecedented time and we are so happy to be able to serve our patients again.

Warmly,

The FINJNY Family