



May 18, 2020

Dear Valued Patients,

Thank you for being so understanding and patient while we navigate this uncharted territory as a result of Covid-19. We continue to closely monitor the recommendations made by ASRM (American Society for Reproductive Medicine), the CDC, and NJDOH for guidance concerning our practice.

At this time, we are delighted to tell you that we are slowly re-opening our office, with many new safety procedures in place, which I will detail below.

While we continue with our best efforts to organize and plan for the safe return of care for all, we will update you as soon as possible when all patients can begin or resume their treatments. If you have questions about starting or resuming treatment, please call the office or email our Practice Manager, Sarah Marada, at sarah@fertilitynjny.com, if you prefer.

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 will 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 monitoring hours have been temporarily modified to 7am - 9am.
- 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.
- 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, and to take any notes if you want.
- 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 will 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. In



addition, you may contact our Billing Supervisor, Ashley, at 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