

## LaserMEDICA™ Temporary In-Office Check-In Protocols due to Covid19

Dear *LaserMEDICA* Patient,

Our top priority continues to be the safety of our patients and staff. During these past months of uncertainty and challenges posed by the Covid-19 pandemic, we have been looking forward to welcoming our patients back into the exam room in the most risk-free environment as possible. We have enhanced all protocols on sanitization and hygiene meeting all state and local government criteria and exceeding our industry's guidelines. As part of our change we have established our current Patient check-in protocol for all patient visits in our offices.

Following are the new instructions. We greatly appreciate your full attention and cooperation to the instruction below and adherence to the new established guidelines.

- 1) You will receive a **confirmation** the day before your appointment. The call or text will specify the **time** of your visit.
- 2) On the day of your appointment, **please remember to bring your own mask that will be worn the entire time of your visit\* unless you are having a specific facial treatment with personalized instructions.** Please arrive to your specific **least 15 minutes prior** to the start time of your visit.
- 3) Once you are at the door, please **knock and our staff will come and open the door for you.**
- 4) At this time, you will be asked if you are experiencing any suspicious symptoms, such as fever, body aches, cough or chest pain, or if you have had any contact with COVID-19 positive patients within the last two weeks. You will also be **screened for any temperature above 99.5F** with a forehead laser thermometer.
- 5) Upon clearance, you will enter and proceed **to the front desk**, where you will be asked to settle your preliminary financial obligations. You may also pay in advance if you prefer to have an entirely contactless transaction. Please avoid cash payments if possible.
- 6) You will be guided to your treatment room immediately after that. There you will meet with your medical provider.
- 7) You will be photographed with three to four before and after treatment pictures. This allows us to provide you with the best service and to meet and establish the expectations of your treatment or series of treatments.
- 8) At the time, your visit is complete you will be instructed with post treatment guidelines and the patient room will be sanitized and sterilized for the next patient.

Please note that the offices are equipped with several hand -sanitizing areas where you can sanitize your hands before and after your visit.

- Our commitment is to provide exceptional anti-aging and non-ablative medical aesthetic services and treatments to you in a focused and safe manner according to government and industry guidelines in a as Covid -Free as possible environment.

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- Every evening a very thorough and deep sanitizing process is applied to the entire office,
- and throughout the day our staff disinfects and sanitizes all the surfaces in each room before and after each patient is seen.
- UV-Light air filters have been put throughout the office for additional sanitization/sterilization measures.

We hope you will find the above procedures friendly, comfortable and, above all meeting your expectations.

We appreciate your understanding, cooperation and loyalty during this very unique and trying period in everyone's life.

Keep your distance, we are all in this together and will get through it together.

***The LaserMEDICA Team***