



Dr. Christy Cowell & Associates

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May 11, 2020

Dear Loyal Patients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last 2 months, and all of us are looking forward to resuming our normal habits and routines. We are pleased to announce that we will be resuming regular office hours effective May 18, 2020. We will be opening up slowly and methodically to ensure that we maintain the highest quality care and customer service with your health and safety as our top priority. Please note that this means there may be the need for ongoing schedule adjustments. Please look out for communication from our office if you have an upcoming appointment as dates and times may need to be adjusted to allow for new health and safety protocols.

You may notice some changes in our office and in our operational procedures when it comes time for your next appointment. These enhancements were carefully thought out and created with the goal of maintaining a healthy and safe environment for both our patients and team. We want to highlight just a few of these changes to help you prepare for your visit.

- Our office will communicate with you beforehand to confirm your appointment and ask some screening questions.
- We ask that you wait in your car and contact us at 703-779-7779 to let us know you have arrived. You will be asked those same screening questions again and we will let you know when we are ready for your appointment. A team member will invite you in and escort you directly to our treatment area.
- Personal cloth masks will be required for entry. No outside gloves permitted.
- Only scheduled patients will be permitted entry. Companions are asked to stay home or in the car unless previously granted permission.
- We will ask you to use hand sanitizer provided, we will take your temperature and finally we will have you do a pre-treatment rinse.
- You will see that our bathroom, waiting room and play room will be closed as these areas are difficult to keep clean and disinfected throughout the day. Please use the bathroom facilities in the building lobby next to the elevators.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment. We ask that you arrive on-time (10 minutes early to allow for proper screening procedures) and please be patient as we master our new workflow.
- We have implemented contact-less check out procedures and may ask you to provide payment over the phone and in some cases in advance of your appointment.
- We encourage you to cancel your appointment if you are feeling unwell. There will be no penalty if you provide appropriate notice. If we are not able to verbally confirm your appointment, your appointment may be cancelled or a cancellation fee assessed.

We look forward to seeing you again and are happy to answer any questions you may have about these steps we are taking to keep you, and every patient, safe in our practice. To make an appointment please call our office at 703-779-7779. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends!

Warm regards,

A handwritten signature in blue ink that reads "C. Cowell".

Dr. Cowell and Team

