

## We are ready to care for you safely.

### Ensuring Your Safety

During this unprecedented time due to the COVID-19 pandemic, Town Center Orthopaedic Associates continues to provide compassionate care for all patients. We have taken careful steps to ensure that our practice locations offer a safe environment for in-person appointments by expanding our safety measures and adhering to federal and state executive orders and guidance.

Town Center Orthopaedic Associates has worked on a safe plan for resuming in-person patient care which includes:

- **Ensuring adequate supplies of Personal Protective Equipment (PPE) for staff and providers**
- **Implementing enhanced safety protocols such as universal masking, temperature assessments, and screening questionnaires for precautions for all patients**
- **Intensified cleaning of patient care, staff and waiting areas**

While we understand community concern about visiting physician offices during the COVID-19 pandemic, we urge you not to delay seeking care for acute or urgent symptoms or injuries.

In addition, we will continue to offer face to face and Video Telehealth visits for routine concerns and management of chronic medical conditions.

**Please contact us to schedule an appointment call: [703.435.6604](tel:703.435.6604).**

### Preparing for Your Appointment

We have taken precautions to ensure we can safely care for you.

Below are details about our scheduling process and visit preparation process. Following these measures will help keep you, your care team and all of our patients safe.

- **We will ask you a few questions when you schedule your appointment to help identify any symptoms or recent exposures you may have had to COVID-19.**
- **We will call you 12 to 48 hours prior to your appointment to repeat these questions. If any concerns are identified, our medical support team will determine if we need to update your appointment.**
- **For the safety of you and others, we ask that you come alone unless you need assistance, or you are with a minor. In that case only one parent or guardian will be allowed. No siblings.**
- **Please wear a mask for the entire time you are in one of our offices.**
- **To minimize time spent at the front desk please update your information on the portal.**

Thank you for entrusting us with your care. We look forward to seeing you!