



**To all our valued patients,**

We recognize that the COVID-19 coronavirus outbreak has been difficult for many of you. This is an extremely challenging time for all of us. We hope you and your families are safe and healthy.

Like many small businesses, NEOS has been forced to make many adjustments to our workforce and daily office operations. Despite the challenges, our staff and providers are committed to delivering the highest level of care possible in this environment.

For the safety of our patients and staff, we have adopted new infection control policies.

- All staff members follow CDC guidelines for self/family protection and isolation.
- All patients will be screened by telephone prior to their appointments.
- Patients are spaced by time and social distancing in our three waiting rooms.
- Patient area and contact surfaces are cleaned after every patient visit.
- If patients feel the need to wait in their cars, please inform the Receptionist at check-in.
- We ask patients to reschedule appointments if they or someone that they've been in contact with exhibit signs of Coronavirus or have been confirmed positive within the last 14 days.
- We encourage patients to increase the practice of proper hygiene and recommend that patients wash their hands before and after their visit.

Unfortunately, we will not be able to see anyone with history of recent overseas travel, fever, cough, or flu like illness. If you believe you are in need of an urgent appointment, please contact our office at (413)785-4666. Our staff will then work to triage your issues and concerns.

We have implemented the use of Telemedicine in our practice as a way to address the needs of the majority of our patients.

Thank you for your patience and understanding during this difficult time.

Stay well,

The Physicians and staff at New England Orthopedic Surgeons