

## CORONAVIRUS UPDATE

**Dear Top Priority Care Services, LLC. Patients and Staff,**

**We will open and conduct business during our regular hours: Monday- Thursday, 8am to 5pm and Friday 8am to 3pm.**

At Top Priority Care Services, LLC, there is no higher priority than ensuring our staff and patients’ safety and peace of mind. With all of the news alerts about the coronavirus (COVID-19), we want to assure you that Top Priority Care Services, LLC. is closely monitoring the situation and has put procedures in place that follow the Centers for Disease Control (CDC) guidelines to ensure the safety of our patients’ and staff.

**To ensure that we can continue to provide top-level care to patients, we have implemented the following:**

- We are urging patients to follow CDC guidelines and to self-quarantine if they’ve traveled to a high-risk country in the last 14 days. If patients have traveled to one of the **high-risk countries** in the last 14 days or are in close contact with someone who has and they’re experiencing a fever, sore throat and/or cough, we are rescheduling their appointment. Patients who meet the above CDC guidelines and are in the post-operative period will be contacted by a member of their provider’s team to determine the best course of action such as phone consultation or virtual visit.
- Additionally, if a patient presents at a site with COVID-19 like symptoms and meets the travel criteria identified by the CDC, we are rescheduling these patients until they have been cleared from COVID-19. Please contact the office if you have any questions or concerns.
- Top Priority Care Services, LLC. has enhanced our cleaning practices to include disinfecting waiting rooms and front desk areas, hourly. Clinical areas and other direct patient care areas will be cleaned after each patient visit.
- Our Staff who meet any of the CDC exposure guidelines above will be required to follow the CDC guidelines for testing and quarantine as identified above.



*Priority Care Services. LLC*

- Top Priority Care Services, LLC. is encouraging patients to limit the number of visitors they bring to an appointment to one person.
- Top Priority Care Services, LLC. has eliminated the entrance of all non-essential vendors to the clinics.
- In addition, Top Priority Care Services, LLC. will communicate appointment-related updates through via phone call or email.

**To protect yourself, you can:**

- Clean your hands often, preferably with soap and water for at least 20 seconds;
- Avoid touching your eyes, nose, and mouth;
- Avoid close contact with someone who is sick; has traveled to one of CDC designated level 2 or 3 countries, or has been diagnosed positive with the coronavirus.
- Stay home if you are sick or have been exposed.
- Cover coughs and sneezes;
- Clean and disinfect surfaces that people touch frequently.

If you have questions or concerns about an upcoming appointment, please contact your local office.

Thank you,

Sharon P. Johnson, LCSW, LCAS  
CEO