



Dear Frisco Center for Internal Medicine Patients,

We hope everyone is healthy, happy, and easing back into regular routines. We want to update you on our office, its measured re-opening, and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

Our office is open, and we are scheduling lab appointments along with preventive visits and annual physicals. We will be following rigorous scheduling protocols and office measures to ensure the safety and well-being of you, our patients, and the team members at Frisco Center for Internal Medicine.

The below office procedures have been well-thought-out and reviewed countless times by Dr. Shah, Dr. Weaver, and our entire team. Our office procedures have temporarily changed and will include the following:

APPOINTMENTS:

1. Lab appointments will be occurring at our office in the morning only. Please arrive on-time for your scheduled blood draw.
2. Routine, follow up visits will occur via telemedicine.
3. Urgent care and sick visits will be available via telemedicine as the preferred method, but in office visits may be warranted based upon the illness.
4. Annual physicals and preventive visits have resumed and will be performed in the office.

VISITS:

1. Only the patient that is being treated will be allowed to enter the office. The only exception for this will be for those patients requiring assistance.
2. Please bring your own mask and wear it to your appointment. Federal guidelines for social distancing and wearing masks in businesses continue. If you do not have your own we will provide one; however, personal protective equipment supplies are very low.



3. Your temperature will be taken by staff and you will be asked a series of screening questions. If your temp is over 100 degrees F, you will be asked to leave and not return for the specified 14-day self-quarantine requirement.

4. Maintain the 6-foot social distancing guidelines when in the office until seated in the exam room.

5. Follow up appointments on lab work, routine visits and urgent care / sick visits will be scheduled as a video visit or telemedicine. We have slowly started to see routine visits in the office on a limited basis while continuing with telemedicine for urgent care / sick visits.

SOCIAL:

- WE LOVE OUR PATIENTS! We also love to chat with you at your appointment. Please understand that conversations will be significantly reduced to allow for social distancing, running on time, disinfection of treatment rooms, etc.

TEAM:

- We will take the temperatures of every team member, including Dr. Shah and Dr. Weaver immediately upon arrival at work. Any team member at 100F or above will go home. Every team member will also be required to answer the same health questionnaire that our patients have to answer.

We are so grateful for every one of our patients, therefore we are taking your safety VERY seriously. We would ask for your patience and understanding.

If you have any questions, please feel free to call our office.

Warmly,

Dr. Neela Shah and Dr. Maria-Raquel Weaver