

Dear Valued Patient of Raleigh Neurology Associates,

Your health and well-being, as well as those of our providers and team members, are our top priority here at Raleigh Neurology. Because of this, we are closely monitoring the evolving situation with respect to the COVID-19 (Coronavirus) and wanted to take this opportunity to provide you with information on what steps we are currently implementing to keep our offices safe for you as well as our team.

As always, we strive to maintain a clean and sanitary environment for our patients and employees. In light of the current situation, our housekeeping has been exponentially increased. If you are well and have a scheduled appointment, test, or procedure, it is our intent to be available to not only serve your neurological needs but provide a safe and sanitary environment to do so.

If you or your child have an upcoming appointment and can answer yes to the below listed questions, please notify us. You may call us at 919-782-3456 or send us a message through our secure patient portal. We will ask that you remain at home and provide you with a new appointment at your convenience.

1. Are you or your child displaying any common flu-like symptoms (fever, cough, shortness of breath) or any respiratory difficulty?
2. Have you or your child travelled to an area with widespread or ongoing community spread (Level 3 Travel Health Notice) such as China, Iran, South Korea, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, or Vatican City?
3. Have you or your child had direct contact with a confirmed case of COVID-19?

Any patient presenting to our offices affirming any of the above will be asked to go home and contact their primary care provider. Again, we will work with you to reschedule your or your child's appointment to another time with no penalty.

Additionally, out of an abundance of caution, we are limiting any non-essential visitors, vendors, or stakeholders. If you or your child are well and coming to our office for an appointment, we kindly ask that you limit the number of persons who accompany you, if at all possible. We may ask that only you or you and your child be present in the clinical areas and any other accompanying adults remain in one of our waiting areas.

Please be assured, we are monitoring this developing situation closely and are continuously tracking information from local, state, including the [NC Department of Health & Human Services](#), and national public health authorities. We'll continue to communicate updates as warranted, including some targeted information for certain

populations such as Multiple Sclerosis (MS), Myasthenia Gravis, and Neuromyelitis Optica (NMO). **We urge you to check any communications you receive from us, especially secure portal messages.**

We are navigating through these challenging and evolving circumstances with your safety and confidence at the forefront of all we do. Thank you for your patience, understanding, and trust in Raleigh Neurology Associates.

Leeann Garms, CEO
Raleigh Neurology Associates

If you would like further information on preventing illness visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>