



Re: Precautions and Policy Now at Riviera Allergy Medical Center to address COVID-19

Dear Patients,

Riviera Allergy Medical Center has been actively monitoring the COVID-19 pandemic and its impact on our patient care and office protocols. Our highest priority is to continue providing excellent allergy and immunology care in a safe environment for our patients and staff. We have created and implemented a strategic plan using best available practices plus “ahead of the curve” ideas to minimize the risk of person-to-person COVID-19 exposure in our practice. Our offices will remain open and fully-operational providing the full range of services for the foreseeable future. Our intent is to make our office one of the safest places you can visit outside of your home.

Staff Precautions:

- We will be checking our employee temperatures to ensure no one is working with a fever or a cough. Anyone identified with an elevated temperature or illness will be sent home.
- Vendors, family members, and other visitors have been suspended from visiting our offices.
- More aggressive cleaning protocols, including regularly disinfecting all high-touch areas, have already been implemented in our facilities and will occur frequently throughout the day.

Patient Precautions:

- All patients and visitors will be screened and examined for symptoms of illness prior to entering the office.
- If anyone has symptoms of illness, they will be asked to go home and inform their primary care doctor. If anyone is experiencing difficulty breathing, they will be sent to the ER. We will waive any last-minute cancellation fees associated with rescheduling the appointment at that time.
- We ask that you postpone your scheduled appointment if you or anyone in your household may have been exposed to COVID-19 through travel or attendance at large gatherings less than two weeks ago.
- In order to reduce the number of people in the office, no visitors are allowed except for one parent for one or more minors or one visitor for patients requiring assistance for a disability. We recognize that there will be a number of exceptions to this rule and will work with you to accommodate your needs. Please call us ahead of time if you have a need to bring more than one visitor.

- We will provide more open spaced seating, and you will have the option to wait in the atrium in front of the office or in the privacy of your car until your exam room is open.
- We will be removing all magazines, samples and other loose items from the waiting room and exam rooms so that efficient sterilization can be performed between each patient.

For patients seeking to learn more about Riviera Allergy Medical Center please visit us online at www.rivieraallergy.com or by phone by calling (310) 792-9050.

We look forward to seeing you soon and are committed to continuing our excellent care in a clean environment during this challenging time. Please don't hesitate to reach out with any questions or concerns.

Sincerely Yours,

Ulrike Ziegner, MD, PhD, RAMC Management, Nursing and Support Staff