

To our Center for Orthopedic Surgery family,

Our hearts go out to all who have been affected by the outbreak of coronavirus. Family comes first here at Center for Orthopedic Surgery and as member of our Family, your health and safety is our top priority.

We understand this situation is challenging, not only for our Family, but for every community and business around the world. We recognize the importance of our increased commitment to proactive and preventive action so that facility may remain open to you as a safe space to seek care for our patients. We are prepared to navigate these challenging circumstances and have an ongoing task force with representatives from critical business areas to guide our organization's swift actions to this evolving issue and are committed to the ongoing care of our Family.

Part of this is actively monitoring the rapidly evolving COVID-19 situation and continually taking immediate steps as advised by the [CDC](#), [WHO](#), and local US health officials to support keeping our facility safe and clean for you, our employees, and the community at large. Transparent communication with you is forever important to us, which is why I wanted to personally reach out and share the proactive health and safety measures we have put in place to serve you in the safest way possible.

Enhanced Safety Measures:

We've always taken pride in our clean healthcare facility, and we know this is more important than ever. In an abundance of caution, on top of our daily cleaning procedures, our cleaning crew have been trained with an even more robust daily disinfecting checklist, noting increased attention to heavily trafficked areas and frequently touched surfaces. We have increased cleaning supply orders utilizing CDC-recommended disinfectants and increased frequency of cleaning during open hours as well as additional after hours deep cleans. In addition, we have increased the accessibility of hand sanitizers for you and our employees to protect the safety of the community.

We continue to provide all Center for Orthopedic Surgery employees with health & safety habits as advised by the [CDC](#), including washing hands with soap and water for 20 seconds; avoiding touching of the face; and advising all staff to stay home if feeling unwell. Center for Orthopedic Surgery kindly asks you to limit your visitor to one per patient. The COVID-19 Clinic Visitor Policy is intended to provide additional safeguards for our patients, families, visitors and caregivers through decreased exposure to individuals who may have been exposed to the novel coronavirus that causes COVID-19

And while our facility remains open for business, we are always here to serve you at the Center for Orthopedic Surgery. However, if you are experiencing any flu symptoms, please reach out to us (806-797-4985) to discuss rescheduling your appointment

Thank you for being part of our Family,

Sincerely,

Biraj Varghese

Administrator