

## Our Response to COVID-19

At Advanced Vein Center, we have always been committed to the safety of our patients and the sanitization of our office and equipment. During this time of unprecedented challenges, we want to assure all patients that we are continuing to uphold our elevated standards of excellence while also implementing additional protocols to minimize risk:

First, we ask that you please reschedule your appointment if you have traveled outside the country in the last 2 weeks, if you are experiencing a cough, fever or having difficulty breathing or if you have a compromised immune system. We are temporarily waiving all cancellation fees for appointments so patients can feel comfortable cancelling if they are not feeling well in any way.

Second, we would like to convey that there have been no reported known cases of exposure to the coronavirus in our practice and remind you that the staff at Advanced Vein Center is a three-person team consisting of Dr. Hoyle and two highly-skilled nurses. This means there is no risk of exposure to large groups of people when visiting our office.

Third, our policy that prohibits employees from reporting to work who are showing any sign of illness will continue to be strictly enforced. We have and will continue to provide sick leave pay for our employees.

Fourth, even though our practice has always been a place where absolute sterility is the name of the game, here are some examples of the extra measures we are taking during this time to reduce any potential transmission:

- Offering telemedicine consultations for new and established patients using Skype, FaceTime or GoToMeeting
- Limiting scheduling of patients to minimize and/or eliminate contact with other patients
- Our building has implemented screening for risk factors of all patients and employees including Dr. Hoyle and staff with a temperature check upon entering the building
- Hand sanitizer is provided upon entering the building
- Requiring all staff to wash hands/use sanitizer after every patient
- Encouraging patients to bring their own pen for signing documents
- Leaving all non-essential doors open so there is no need to touch door handles
- Sanitizing frequently touched surfaces such as door handles and counters after every patient with a disinfectant certified to kill coronavirus
- Increased hand sanitizers around the office including check-in and check-out counters

Additionally, we know that many people may be financially impacted by the recent social restrictions, so **we are now offering 15% off all of our cosmetic services**, including Sclerotherapy for spider veins, Botox, Latisse, Micro-Needling and the famous PRP "Vampire" Facial! Call to book your appointment today and rest assured your team at Advanced Vein Center will make every effort to keep you safe, healthy, and looking and feeling great!

P.S. Plain soap and water is excellent at killing viruses. There is a link on our Facebook page to an excellent video on how this works.

Wishing You Wellness,  
The Staff at Advanced Vein Center