

We cherish you, our patients....

Your safety has always been our first priority.

We have developed the following **COVID-19 Safety Protocol** to exceed the CDC recommendations for the new environment we now face in order to optimize your safety and our staff's safety. Please read the following in its entirety before your upcoming appointment:

1. When you arrive for your appointment and before exiting your car, please call our office to let our staff know that you have arrived. Please wait in your car until we ask you to come to the front door. Any delay will be simply to ensure that you will not come in close contact with other patients exiting the office. Prior to coming into our office, one of our staff members will meet you at our office door and will check **your temperature** via a non-contact thermometer. If normal, we will ask you to enter the office. Once in the waiting area, your **oxygenation level** will be determined prior to entering the main office.
2. You must wear a protective **face mask** before entering the office.
3. **Friends and family** will not be permitted in the office unless the patient is a minor or requires the assistance of another person for their care.
4. You will be taken directly into the exam room and asked to **sanitize** your hands prior to filling out or signing any necessary documents.
5. We ask that you not touch your **eyes, nose or mouth** when you are in the office.
6. We treasure our relationship with you, but we will abide by **social distancing** other than what is necessary to provide your treatment.
7. We will **schedule only one patient at any given time** to minimize potential for congregation of patients in the waiting room or in the check out area. We respectfully ask that you are on time for your appointment and that your **appointment discussion remain limited to the reason of the visit** to minimize back flow of patients. Accordingly, if you cannot be on time, we kindly ask that you reschedule your appointment.
8. If you wish to undergo any **facial injections**, please arrive **without makeup**.
9. Once you are in the office, if you wish to undergo any **facial filler injections**, we may ask you to:
 - a. swab your nostrils with a specific anti-viral agent
 - b. gargle with a specialized mouth wash
10. If you undergo a procedure and need time after the treatment to ice the treated area, we respectfully ask that this be done in your car if possible.
11. If you are coming in for a body consult or body procedure, we ask that you not remove your face mask.
12. We ask **our new patients** to complete the necessary **paperwork prior to arrival**, and provide it to our staff once in the exam room. Please discuss with our staff the most convenient method of delivering the paperwork to you prior to your visit.
13. If there are other patients in the office, our staff will proceed with your checkout in your exam room after completion of your procedure to minimize your potential for contact with other patients.

14. For your protection, our entire **staff will be wearing CDC-recommended N-95 masks, gloves**, and when appropriate, **face shields** and other **protective equipment** to prevent the spread of germs.
15. All of **our staff members** will have their **temperature and oxygenation level** checked every morning upon arrival to our center and prior to leaving our center. They will comply with all of the CDC COVID-19 guidelines. No staff with fever or respiratory symptoms will be allowed in the office.
16. We have added state-of-the-art HEPA/UV filters in every room to eliminate bacteria and viruses as small as 0.01 microns in size (COVID-19 virus is 0.125 microns).
17. Using the professional Vector Fog DC20 Plus System, we spray professional grade Hypochlorous Acid (a disinfectant against COVID-19) throughout the office twice daily.
18. Our staff will clean all common area surfaces in our waiting room and check out areas throughout the day using **specific disinfectants**.
19. Our medical assistants will clean exam rooms including: exam chairs, counters, cabinets, door handles, faucets, faucet handles, mirrors, and other objects in the room following each patient using **specific disinfectants**.
20. If you are not in our office and wish to purchase products, you have the option of US Postal delivery or curbside pickup. For either, simply call 847-291-3200 and place the order using a credit card. For US Postal delivery, the products will be placed in the mail on the day you place the order. For curbside pickup, simply call our office and let our staff know you're outside. The items will be immediately brought out for you and left by our office door.
21. If you have an upcoming appointment and within the last 14 days have experienced any of the following, we respectfully request that you reschedule your visit:

- a. You have traveled **within the United States or internationally**
- b. You have been in **close contact** with someone who has **tested positive** for Corona virus.
- c. You have **symptoms** that could be consistent with a Corona virus infection such as: temperature of 99.5F or greater, cough, sneezing, shortness of breath or difficulty breathing, chills, sore throat, muscle pain, headaches, conjunctivitis, GI symptoms (Nausea, vomiting, diarrhea), loss of taste or smell, extreme fatigue, or blisters/discoloration of the toes.
- d. You have been in **close contact** with someone who has **not tested positive** for Corona virus, but has **symptoms** that could be consistent with a Corona virus infection such as: temperature of 99.5F or greater, shortness of breath or difficulty breathing, chills, sore throat, muscle pain, headaches, conjunctivitis, GI symptoms (Nausea, vomiting, diarrhea), loss of taste or smell, extreme fatigue, or blisters/discoloration of the toes.

Thank you in advance for your compliance with our safety protocol. We look forward to seeing you!