

Fittings By Michele Coronavirus/COVID-19 PROTOCOL (UPDATED 11/11/20)

In an effort to best decrease the spread of COVID-19 and keep our patients and staff safe, we are following the guidelines of the CDC as well as our local and state recommendations. We are keeping updated to implement additional measures as the situation evolves. Please visit www.coronavirus.gov and www.cdc.gov/coronavirus, and <https://coronavirus.maryland.gov/> for more information and guidelines on what you can do to help in this effort.

We are open for business in our Pasadena, Frederick, Salisbury and Ocean Pines locations with an adjusted employee schedule and safety measures in place. *We are no longer seeing clients at Northwest Hospital.* There is at least one employee in the Pasadena office from 9am to 3pm, Monday through Friday to access files, take phone and email orders and schedule appointments. Our schedule in **Frederick has changed the third Tuesday of each month, 8am to 12noon.** Michele sees clients in **Pasadena** on Mondays & Tuesdays and on the **Eastern Shore every Friday (Berlin & Salisbury on alternating Fridays).** Micki sees clients in **Pasadena** on Wednesdays and every other Thursday. **All fittings are by appointment only, with screening measures in place.** Upon request, we are also able to provide secure **telehealth virtual visits** through Webex.

Our employees have been trained on our heightened safety efforts. We are spacing our appointments so that only one client will be here at a time with sufficient time in between to sanitize our work areas. Please do not bring anyone with you into the office (unless they are responsible for making your medical decisions). At this time, we are not allowing walk ins or order pick-ups. We can pre-arrange for clients to pick up orders from the front porch or can bring your order out to your vehicle.

If you have an upcoming appointment:

Please fill out and print the CONTACT SHEET from the Resource Page on our website and if possible, send a picture or scan of your photo id & insurance cards through the Contact Us page of our website. This will allow you to skip the registration process when you arrive.

*When you arrive for your appointment in Frederick, Salisbury or Berlin, you will be pre-screened at the door before being admitted in the office. When you arrive for your appointment in Pasadena, you will need to call 410-255-0800 and answer screening questions before coming into the office. **Face coverings are required for all locations.*** When you come in, we will have you wash your hands and will take your temperature before taking you to the fitting room.

You will need to reschedule if you have a fever or answer yes to the following questions:

Within the last 14 days,

1. Have you had a fever, shaking chills, sore throat, muscle aches, cough, shortness of breath, loss of taste or smell (not related to another medical condition)?
2. Have you had exposure (within 6 feet for 15 minutes or more while not wearing a mask/face covering) with a known or suspected Covid 19 positive person?

The safety and well-being of our clients and our staff are at the forefront of everything we do in response to these challenging circumstances. We are continually assessing the situation and thank you for your patronage and continued trust in Fittings By Michele.

We greatly appreciate your support during this time so that we can continue to serve our community in the future.

From our family to yours, thank you for being a loyal customer!

Sincerely,

Michele Owens, President, Fittings By Michele