



## Coronavirus (COVID-19) Prevention Update

March 13, 2020

We want to ensure you that The Fertility Center is following the National Center for Disease Control and Prevention (CDC) guidelines to prevent the spread of the Coronavirus within our practice. We are closely monitoring this situation and will continue to take the appropriate steps to protect the health and safety of our patients and employees.

Some of the new protocol in place as you prepare for your upcoming appointment include:

- COVID-19 Travel/Health triage calls prior to your visit when appropriate
- COVID-19 Travel/Health screening questionnaire upon your arrival
- COVID-19 Personal Protective Equipment when needed
- Virtual / Telemed appointments when appropriate
- Cycle / Treatment plan modifications when needed

Your health and wellbeing are of the utmost importance. We appreciate your patience and understanding during this time as we strive to provide the safest environment for you and your family!

**Please expect delays and to leave a message when contacting our office. Some employees are diligently working from home to retrieve all voice mail messages and route calls to the appropriate staff. Please expect a return call or MyHealth message by the end of the day. We encourage all patients to use alternate communication methods such as MyHealth or email. Additionally, if you are feeling ill, please contact the office prior to coming to The Fertility Center.**

If you have any questions or concerns regarding your upcoming appointment, please feel free to contact our scheduling department at (616) 988-2229 extension 122. Thank you.

Sincerely,

The Fertility Center