

Message to Our Patients Regarding Coronavirus (COVID 19)

At Radiology Affiliates, your health and safety are our top priorities. As the number of cases of COVID-19 increase, we all must work together to limit the spread of the virus.

Our physicians and administrative leaders are closely monitoring the latest information and guidance from the Centers for Disease Control and Prevention (CDC) and the New Jersey Department of Health (NJDOH), as well as the recommendations of public health and emergency management experts on the local, regional, and statewide levels.

At this time, to best protect our patients and our community, we have made the difficult decision to temporarily modify our business hours, policies and procedures. Please refer to our website (www.4rai.com) for up to date information regarding these changes.

In accordance with the American College of Radiology's recommendations, RAI is temporarily:

- Postponing the scheduling of NON-URGENT examinations until May 4th. This includes, but is not limited to, screening mammograms, calcium score studies, and lung cancer screening, as well as select diagnostic and interventional service appointments.
- Not accepting "walk-in" patients who have not previously called ahead to schedule an appointment.
- Modifying appointment times and hours of operation, as needed.

We understand that you may have concerns and we want to give you peace of mind and let you know what to expect at your appointment at our locations.

Here's What to Expect:

- **Enhanced Cleaning Protocols** - Not only do we have well-established cleaning protocols already in place, but we have significantly increased those. We will be sanitizing frequently throughout the day on high-touch surfaces using a sanitizer deemed by the EPA to be effective against coronavirus.
- **Training and Preparedness** - Our staff have been trained on the increased infection prevention protocols and will screen patients for travel history and any signs of respiratory illness.
- **Keeping Our Staff Healthy, to Keep You Healthy** - For the safety and health of everyone, if any member of our staff has been in recent close contact to someone who is confirmed or being tested for a diagnosis of COVID-19, we are asking them to self-quarantine for 14 days out of caution.
- **Ongoing Monitoring** - Our leadership team is continuously monitoring the situation and adjusting our response as necessary.
- **Removal of Patient Materials in Waiting Rooms** - To limit the amount of contact with high-touch surfaces, we've removed all reading materials, brochures and pens from the waiting rooms in our sites so you may want to bring your own materials.
- **Have You Been Exposed to Someone with COVID-19 or Being Tested for COVID-19 and Experiencing Symptoms?** - We ask that you reschedule your appointment if you've been in recent close contact with someone who is confirmed or under the suspicion of having COVID-19 and you're experiencing fever, cough, and difficulty breathing.
- **Recommendation to Follow CDC Guidelines** - We urge you to follow CDC guidelines to self-quarantine if you have been in recent close contact with someone who is confirmed or being tested for a diagnosis of COVID-19.

Here's What We Need from You:

- **Social distancing**

To keep all of our patients safe and healthy, we are encouraging social distancing in our waiting rooms. We've removed chairs in some sites and placed signs as a reminder.

- To minimize overcrowding, we are asking:
 - To limit the number of visitors that you bring into the office (unless you are assisting patient with mobility or if the patient is under 18 years old)
 - Only the patient being imaged will be allowed into exam room (unless the patient is under 18 years old)

- **Practice Hand Hygiene Immediately Before and After Appointment**

Wash and dry your hands thoroughly with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol which is conveniently located at our facility.

We understand this is a difficult time for all, and we thank you for your flexibility and patience as we navigate this ever-changing situation. Our primary goal is to protect the health of our valued patients, and the community.