



COVID-19 Update - Hastings: Family Tree Medical Associates is excited to announce that we will be reopening our office starting June 1! As a valued member of our patient community, we appreciate the trust you have placed in us during Coronavirus (COVID-19).

Please know that when we open our doors, we will continue to follow all recommended protocols from public health authorities for hygiene and infection control. We are confident in our ability to continue seeing our patients and provide the care you have come to expect from Family Tree Medical Associates. Our highest priority is to keep all of our patients and staff as safe as possible.

FTMA's commitment to our staff and our patients:

- We will be open to all patients and normal patient appointments starting June 1, 2020. We encourage anyone to call if they need to schedule an appointment or reschedule a previous appointment. In addition, our staff will also be actively reaching out to patients directly for scheduling.
- We are asking all patients to arrive 15 minutes prior to your appointment time. You are to remain in your vehicle until our front office calls you on your cell phone to come in.
- Our office will be requiring personal protection equipment when entering for your appointment (face mask). If you need a face mask, one will be provided for you. In addition, we will have touch-free hand sanitizer for use.
- Any patients not comfortable coming into the office, we ask that you call us direct and we will gladly discuss and arrange a TeleHealth/Phone option.
- At FTMA, we are proud to have a rigorous standard of medical cleanliness and disinfection to ensure patients enjoy a clean and safe appointment. In response to Coronavirus, we will continue with our high standards of EPA approved cleanliness and extend our actions with additional cleaning and safety measures to include extra disinfection of "high touch" areas such as door knobs, light switches, pens, clipboards, and removal of all office magazines and promotional materials.
- We encourage all new patients (or those that have not been seen in 3+ years) to complete their necessary paperwork prior to their appointment. The paperwork can be found on our website, www.familytreemedical.com > Patients & Information > Patient Forms. Please print and bring this paperwork with you. If you are required to complete any additional paperwork in the office, we will be providing disinfected documents and sanitized clipboards.
- We kindly ask that only patients enter the building for their appointment. If you need assistance or are a minor, you may also enter with one parent/guardian or one other individual to assist you as required.

Thank you for choosing Family Tree Medical Associates as your medical home! With more than 20 years of quality healthcare, we know we can safely and properly navigate through this difficult time together and come out successfully!