

From: Coastal Medical <feedback@coastalmedical.com>

Reply feedback@coastalmedical.com

Subject: **Planning to Provide In-person Care at Coastal Offices**



Planning for In-person Care at Coastal Offices

Dear Patient

As Rhode Island slowly starts to re-open, Coastal's highest priority remains keeping you safe and healthy. Our offices plan to provide more in-person care and appointments over the coming weeks and months - and we have taken steps to ensure that we can provide the care you need while protecting everyone from exposure to the coronavirus.

We will be reaching out to patients who need to be seen for an in-person appointment and scheduling these visits. When an in-person visit isn't necessary, we continue to be committed to caring for you through [telemedicine visits](#).

During in-person visits, the high-quality care that you have come to expect from us will remain the same, but it will look a bit different than before the pandemic.

Changes to keep patients and staff safe during in-person visits will include:

- Making an appointment to visit the office under any circumstance
- Waiting in the car until your clinician is ready to see you for your appointment
- Screening patients for COVID-19 symptoms before their appointment
- Wearing a mask into the building and office (patients & staff)
- Practicing appropriate social distancing guidelines
- Allowing only one essential caregiver to accompany a patient at their visit
- Allowing additional time between appointments to thoroughly clean our offices

While this is a change from what we are all used to, please know that we are doing everything we can to keep you and our staff safe during these unprecedented times.

If you are sick, please call your Coastal clinician as soon as possible so we can arrange care for you in a timely manner. We will contact you directly to offer advice and treatment. If you are concerned that you have coronavirus, please let your Coastal clinician know and we will arrange testing for you.

Coastal's [Imaging Center](#) and [Laboratory Services](#) are still available for patients who need these services and more Coastal labs will become available in the coming weeks. A list of current locations and hours can be found by clicking the links above.

If you have questions, we welcome you to [message us through the patient portal](#) or [call your practice](#).

Now more than ever, thank you for trusting us with your healthcare.

Sincerely,

Your Coastal Medical Care Team

*Please do not reply to this email. Your message will not be received because replies to this email are directed to an unmonitored email box. For timely answers please contact **your Coastal Medical Office** directly.*

Coastal Medical Resources

[Patient Portal](#) | [Coastal365](#) | [Laboratory](#) | [Imaging](#) | [Request Appointment Online](#) | [Pay Online](#)

