



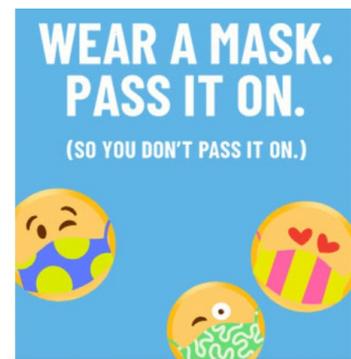
At CareMount Medical, we continue to be extremely cautious about the spread of the Coronavirus and we continue to evaluate and update our policies to balance the needs of our patients and families, with the need to limit exposure to COVID-19. Our visitor policy is based on the highest safety protocols, as well as directives from the CDC and NY Department of Health, to protect you and our staff.

Planning your next doctor's visit: In addition to my mask, can I bring someone with me?

To help our patients maintain adequate social distancing and receive medical services safely, CareMount has created a plan to prevent crowding at our locations. We prefer that all patients come unaccompanied to their visits. However, we do understand that this can be a burden for some. Therefore we have revised our visitor policy to accommodate every patient, as outlined below:

- One parent or caregiver should accompany children at all times;
- One caregiver may accompany patients who require assistance;
- One person may attend with individuals for other appointments; however if crowding is inevitable, visitors may be asked to wait outside of the building.

Visitors will be screened and masked in the same manner patients are. It remains the discretion of the provider as to whether it is appropriate to have anyone accompany the patient in the exam room. Only companions who keep their mask on at all times will be permitted to stay.



Give yourself extra time!

Please note, entrances to some of our buildings have been closed and you may need to use another entrance that you're not familiar with to enter our offices. Please plan ahead and allow for extra time prior to your appointment.

Confirm It! An Appointment Missed by YOU is an Appointment Missed by TWO!

Confirm it! CareMount sends an automated confirmation messages up to five (5) days before your appointment. Prevent a repeat message or phone call by confirming or pre-registering right away. Patients who don't confirm or miss their appointment without

canceling/rescheduling can negatively affect the healthcare of other patients because it keeps another patient from using that appointment slot.

Checking-in Before You Arrive

In all of our locations, we have streamlined the check-in process. Before you arrive, forms and co-pays can be processed remotely. You will save time at the front desk, avoid unnecessary time spent in the waiting room and proceed directly to the exam room. You will receive a link as part of your appointment reminder, two days ahead of your scheduled appointment to check-in online.

Why Pre Check-in?

- Use your own device to limit the spread of germs;
- Saves time in the waiting room;
- Safe, private and secure way to check in;
- Allows you to make payments, set up payment plans and place a credit card on file;
- Offers more accurate and up-to-date health history information;
- Patients can take a photo of and submit their insurance cards.

We look forward to seeing you soon.