

Dear Neighbors,

These are trying times for all of us. Fox Valley Orthopedics has been serving Kane County and the surrounding community for almost 50 years and we have never had to face such a challenge. **We want you to know that we are here for you.** We are committed to taking care of your orthopedic needs, however during this crisis we need to make some changes. These changes are intended to keep you, our staff, and our community safe while also doing our duty for the nation. We are committed to coming to work every day and taking care of urgent orthopedic injuries/issues that cannot wait so that our colleagues at the hospitals can focus on combatting COVID-19. They have their hands full and need our support. We will continue to fully support all the brave health care workers who are on the front lines in ambulances, emergency rooms and hospitals around our nation.

This is a great community, a great nation, and we will persevere. Below you will find some of the modifications we have made to keep you, our staff, and our community safe.

1. We are switching as many visits as possible to telehealth visits. This can be as simple as a telephone call or we can use the latest technology to chat with you via video on your smart phone. You choose what is best for you. If you need to be seen in person after that we are here for you.
2. We realize that there are times that you may still need to come in to see us. We have taken some precautions to keep our community safe. These include:
  - You will now be waiting in your car if possible and not the waiting room
  - You will have a “contact less” visit where you don’t have to touch door knobs
  - Anyone entering Fox Valley Orthopedics is screened every day for symptoms, risk factors and temperature (including the doctors!)
  - Only one doctor is in any building at a time to help fulfill our mission of social distancing
  - We will be offering exclusive senior hours for our patient 65 and older from 8:30-9:30am, where we only will see seniors in clinic. To be clear, we would rather see you through a telehealth visit in the comfort of your own home, but if it is something urgent that needs to be seen in person we are here for you.
  - We are setting aside some time to perform free telehealth visits for those without insurance. We want everyone to stay safe and do our part to social distance, so if you have no insurance and need to consult with us, we are here.

Please know that our OrthoFirst clinic is still here to serve you if you need us! If you have an urgent orthopedic injury or issue that needs to be seen immediately, we are here for you. However, if you have

something that can be discussed by phone or via video, it is better for you and the community that we schedule a telehealth visit for now.

We have also had to make some changes regarding elective surgery. We are committed to helping our nation defeat this virus. For that reason, we must help preserve our scarce resources and the scarcest of our resources now are surgical supplies, gowns and masks. We are pausing all elective surgeries to help preserve those supplies for where they are most urgently needed, fighting COVID-19. If you have an urgent condition (e.g. a broken wrist or ankle), rest assured we are still here to see you and can proceed with your surgery. If you have an elective surgical issue, we must postpone for now.

We ask for your understanding in these trying times. We are constantly revisiting this pause to elective surgery, in concert with our local and national health partners, and will get back to performing elective surgery just as soon as we can.

Please be safe at home with your family, and don't hesitate to reach out to us at any time, we'll be here for you.

Your Friends at Fox Valley Orthopedics