

Effective Immediately

The safety of employees, patients, and the public is HealthPRO® Heritage's number one priority. We are continuing to closely monitor the spread of COVID-19 and are monitoring local, state and federal guidance from governmental authorities.

HealthPRO® Heritage personnel adhere to strict standards for infection prevention and control. In order to assist us in maintaining a safe environment and limiting the spread of COVID-19, we request your cooperation with the following:

- Please reschedule your appointment if you are experiencing signs and symptoms of a respiratory infection (fever, cough, and shortness of breath).
- Effective immediately and until further notice, we will not charge cancellation fees for patients experiencing respiratory symptoms.
- Prior to entering the facility, please use the provided alcohol-based hand sanitizer.
- Please practice social distancing, perform frequent hand hygiene and refrain from gathering in groups.
- If you begin to experience symptoms of respiratory infection while at the clinic, please immediately contact a staff member.
- Please do not enter the facility unless you have an appointment or have made prior arrangements with a HealthPRO® Heritage staff member.
- If you are not a patient of the facility (e.g., supply vendors), please contact HealthPRO® Heritage for delivery arrangements prior to entering the facility.

HealthPRO® Heritage has formed a COVID-19 task force. You should not hesitate to reach out with questions, concerns, or feedback (clinicalstrategies@healthpro-heritage.com).

We appreciate your time and attention to this important matter and remain dedicated to assuring the well-being of our staff, patients, and residents.

Jim Rogerson, Chief Operating Officer
Hilary Forman, Chief Clinical Strategies Officer