

Dear Patients,

May 3rd , 2020

We hope this letter finds you, your family and friends in good health. Our community has been through a lot over the last few months, and we all look forward to resuming more “normal activities” and daily routines as safety allows. I want to describe how my office building has responded to enhance your safety when you visit, in addition to some important in-office safety measures. While many things have changed, one thing has remained the same: our commitment to your thoughtful care, health and wellbeing.

2100 Webster now employs a dedicated staff person who ensures that all who enter the building are wearing face masks, have no signs of Covid-19 and are encouraged to use hand sanitizer on entry. For the past year there has been no traffic between my office building and an inpatient hospital, further adding to your safety. Within Suite 320 I am the only clinician currently seeing patients, further ensuring your care is both safe and comfortable. It is in everyone’s best interests to keep all patients and staff safe.

In compliance with SF City Mayor’s office, the California Medical Association and Governor Newsom’s recommendations we are re-opening to provide routine as well as urgent gynecologic care. Our office follows infection control recommendations and regulations made by the American Congress of Obstetrics and Gynecology, ACOG, the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA). Dr. Pollycove stays informed with these agencies’ policies and recommendations so that we are up-to-date on any new rulings or regulations. We do this to make sure that our infection control procedures are current and go above and beyond each agency’s recommendations. For now, we request that you do not bring family members or friends to your office visit (the exception is if you are having a procedure such as insertion of an IUD or a uterine lining sampling).

You may see additional changes when it is time for your next appointment. We enacted these procedures to help protect both patients and staff.

- Before your appointment our staff will ask you some pre-screening questions. You’ll also be asked similar questions before your appointment when you arrive in the office.
- You may see staff members wearing masks, their personal protective equipment (PPE), and the restroom and exam rooms are thoroughly sanitized by staff between every use.
- We have hand sanitizer that we will ask you to use when you enter and you will find some in other areas for your use. Frequent hand washing is practiced by all staff and encouraged for patients.
- You may see that our reception area will no longer offer magazines, pillows, and so forth, as these items are difficult to clean and disinfect.
- You may see additional safety equipment in the treatment areas and a no-touch body temperature measuring device.
- We will do our best to allow even greater time between patients to reduce the number of patients in the office at any one time.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- Please try to leave personal items in your pockets, handbag or backpack.

We look forward to seeing you again soon and are happy to answer questions and address any concerns you may have about the new protocols that we are implementing in order to keep you, and everyone, safe in our practice.

To make an appointment, please call our office at: (415) 923-3390 or email us at: [drpollycove@yahoo.com](mailto:drpollycove@yahoo.com).

Thank you for being our patient - we value your trust and look forward to welcoming you back!

Sincerely, Dr. Pollycove and our wonderful Team (Gloria, Noreen, Mitzi and Julie)