

## **Office Information**

We have implemented many changes here at Tree of Life Medicine.

**-We are open 9-5 Mon-Thurs and 9-4:30 Friday. We are seeing patients in the office *and* we are offering telemedicine services to patients who would like to avoid coming in. Visits can be schedule by phone or online at [www.tolmedicine.com](http://www.tolmedicine.com)**

-Supplement orders are now taken by phone and placed in our pick-up box outside the office. This limits the number of people who actually set foot inside the practice.

-Per regulation, all patients over age 2 must wear a mask while in the practice.

-In addition, the door to our office remains locked, so that we are able screen patients prior to their entry. Upon arrival, patients are greeted by a banner which asks them to call to check in and be screened. They are then escorted in for their visits.

-Patients exhibiting symptoms of COVID are triaged by phone or telemedicine and referred for testing. They are not seen in the office.

-Patients showing any other symptoms are asked to remain in their vehicles upon arrival until the time of their visit. They are escorted to a separate exam space to maintain a maximum distance between themselves and other patients.

-We maintain a regular sanitization schedule.

-Our waiting room has been adapted to conform to social distancing guidelines.

-Transitioning between patients may take slightly longer as practitioners need a few minutes to sanitize their exam spaces between visits.

## **Wellness Visits**

Since so many patients elected to delay visits this spring, we are experiencing a higher than usual volume of patients needing to schedule wellness visits for return to school/college in the fall. We are recommending patients call well in advance to schedule, to avoid missed deadlines.

We have taken all necessary precautions in the office to keep you and your family safe while visiting our practice. We maintain a regular sanitization schedule and our office procedures have been adapted to conform to social distancing guidelines.

## **COVID Testing**

We've received a lot of calls from patients looking for COVID testing. I wanted to answer common questions here:

**-If you are experiencing symptoms and are over age 16, and you live in central Vermont**, you can call the CVMC COVID Hotline with questions and to schedule. It is staffed by a team of nurses who have the most up to date info on current guidelines. Their phone number is 802-371-5310.

**-If you are experiencing symptoms and are over age 16, and you live closer to other facilities** (Copley, Gifford, DHMC), please call our office and we send an order to the closest available testing facility.

**-If you are experiencing symptoms and are under age 16**, please call our office for assistance.

**-If you are asymptomatic and wish to be tested for other reasons (travel, high risk family member, etc)** you can schedule a test at a pop-up location. You do not need a Doctor's referral to sign up for pop-up testing. Simply scroll down to the event you wish to schedule, and click on 'sign-up'. Protocol for asymptomatic testing after travel is as follows: Patients returning from counties that are not green (so, yellow or red) must quarantine for 7 days after their return. (If you return on a Sunday, that is day

zero- and Monday counts as day 1). Patients may be tested on their 8<sup>th</sup> day after return. *(Due to demand, other locations will deny testing to patients who are asymptomatic. Also, testing at primary locations is equally as delayed and it takes several days to receive a result regardless of which type of facility you are tested at.)* Patients are able to register themselves for testing without the assistance of a provider. You can find the testing locations/schedule here: <https://humanresources.vermont.gov/popups>

**Please note:** There are sometimes delays in testing due to demand in the state of Vermont. It often takes several days to get a test. Lack of availability at pop-up locations cannot be circumvented.

We hope this information has been helpful and look forward to seeing you again!

Sincerely,

The Doctors and staff at Tree of Life Medicine

