

Dear Patient:

As a valued member of the Bay Area Neurosciences patient community, we appreciate the trust you place in us and want to inform you about how we are addressing the coronavirus (COVID-19) pandemic. We are monitoring events in our local community and continuously updating our policies and protocols as a result of new information.

Please know that our office is following all recommended guidance from public health authorities, including best practices for hygiene, infection control and medical professional team health. We are confident in our ability to continue seeing patients and providing care according to the tradition of quality care that you can expect and deserve.

TIPS & INFORMATION FOR TELEHEALTH VISITS.

- If your appointment is scheduled via telephone, we will call you at time of appointment.
- If your visit will take place by video, please access the following web link <https://doxy.me/bayareaneurosciences> at time of appointment and check in by (1) entering your first name and (2) allowing access to your microphone and video.

REQUIREMENTS FOR IN-OFFICE VISITS.

- Masks are required.
- Only 1 person can accompany you if needed.
- You must meet the screening criteria prior to entering the exam room.

Please complete the attached paperwork PRIOR to your appointment. Scan or take pictures of completed forms and email to info@bayareaneuro.com no later than a day before appointment. Incomplete paperwork AND/OR not sending completed forms prior to scheduled appointment may result in your appointment having to be rescheduled.

We accept Visa, MasterCard, Discover and American Express as a method of payment for your insurance co-payment. We do not accept cash or checks. This charge is due at the time of service. Please note that there will be a charge for each form that has to be completed by the office. Telehealth appointments will be sent a bill for co-pay if patient does not feel comfortable giving financial information over the phone.

You are responsible for providing our office with any medical images (such as: MRI's, CT's, X-RAYS, CD's, etc.) that require review before appointment. Failure to provide requested images prior to your scheduled visit will cause your appointment to be rescheduled.

Please contact our office if you have any questions.

Thank you,
Bay Area Neurosciences Staff