UPPER VALLEY NATURAL HEALTH CENTER

REBECCA CHOLLET, ND
2456 Christian Street, Suite 102
White River Junction, VT 05001
Phone (802) 281-6989 • Fax (802) 281-6988

Dear Patients, June 12, 2020

We appreciate your patience as we continue to adapt to the ever-changing COVID-19 pandemic landscape in order to minimize risks for our patients and staff. We have implemented additional policies and protocols to accommodate our gradual re-opening to in-office visits and to continue to provide you the best possible service and care.

- **TELEMEDICINE & PHONE VISITS:** On March 23, we transitioned from in-person office visits to only telemedicine (video) and phone visits, which health insurers are covering due to the public health emergency. We are using a very simple telemedicine platform called Doxy.me. For a telemedicine visit, we will email you this website link **https://doxy.me/drbeckychollet**. At your appointment time, you will need to open the website in either Google Chrome, Firefox or Safari browser on a device with a microphone and a camera. You will arrive at a Welcome screen where you will be asked type in your name and click Check In. It's that simple!

- **IN-OFFICE VISITS:** As of June 15, we will begin to offer face-to-face office visits when medically necessary after fully screening for safety. We anticipate gradually expanding in-office visits as the regional prevalence of COVID-19 allows. However, we will comply with the Vermont Department of Health's recommendation that health care providers utilize telemedicine and phone visits when possible. *Please understand that an in-office visit will require multiple screening steps, the wearing of a cloth face mask, physical distancing, and hand hygiene. Family members other than necessary care-givers will not be allowed in the office. You will also notice changes in our reception area in compliance with state regulations.*

- **NO DROP-INS:** We continue to conduct all business by phone and email. We request that you do not drop by the office unexpectedly to place orders, schedule appointments, or for any other business. This allows us to control the flow of people in an out of our office and to perform proper disinfection at required intervals.

- **OFFICE DISPENSARY:** Our dispensary is as fully stocked as possible, although some immune support products continue to be in short supply. We are continuing to waive our normal $2 handling fee for home delivery via US mail or drop shipment via UPS or FedEx.

- **CURBSIDE PICK-UP:** We continue to offer curbside pick-up. We have a white metal insulated pick-up box to the right of the building's front door. Please call us in advance to pre-pay for your order and schedule a 15-minute slot for your pick-up. We ask that you are timely in retrieving your order so that we have time to sanitize the box before the next patient pick-up.

- **PAYMENTS:** While we typically appreciate payments in cash or checks, at this time we prefer credit card payments.

Thank you for your ongoing understanding and cooperation with our COVID-19 policies. We recognize that most interactions with us now take more time due to added protocols and disinfection.

Still smiling behind our masks,
Dr. Becky and Shari