



ATTENTION PATIENTS AND LOVED ONES:

With the recent events surrounding the coronavirus, we understand you are concerned for the safety of yourself and your loved ones. The Alzheimer's Memory Center wants to assure you that we are working to take every step necessary to ensure your health, safety, and access to information.

- **Telehealth:** We have started the shift towards seeing patients remotely via a telehealth portal. This is HIPPA compliant and allows you to see Dr. Bolouri or Becky Parker, NP via a virtual portal from the safety of your own home. To access them, you will receive an email or text prior to the appointment. Please click the link to access your telehealth visit.
- **Taking temperatures:** If you must be seen in person, i.e., research patients or urgent patients, we will assess for Coronavirus symptoms, such as fever or respiratory illness, and travel restrictions at the door. Any patient with a temperature above 100 degrees will be asked to leave and return at a later date.
- **Limited visitors:** During this time, we ask that only one caregiver assists the patient with visits if an in-person visit is required. Outside vendors will be prohibited from entering.
- **Cleanliness:** We are following social distance guidelines and insisting that patients remain at least six feet apart in the waiting areas. In addition, we are using sanitizing wipes to clean the chair and room after each patient touches the surface. Staff may be wearing masks, but this is simply to ensure staff safety. Please feel free to wear your own mask as well.

Updates are continually changing, and the Alzheimer's Memory Center continues to work to keep you up-to-date on our policies and practices in regards to Mecklenburg's restrictions. Thank you for your patience and understanding during this unpredictable time.

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