

Greetings,

We understand this is a very stressful time for everyone as the world deals with the coronavirus outbreak. Our working motto at NSEV Healing at this time is *Preparation Not Panic*. We are gathering information and making considered decisions that are based in reason, community, and compassion. After very careful consideration, and in consultation with leading experts and with an abundance of caution, we are implementing the following policies and services at our Miami Beach clinic to begin this Saturday, March 14, 2020.

Our new office policies:

1. Increased infection control throughout the clinic. In addition to our normal state regulated infection control policies we are now sanitizing each room, including door knobs, after each patient visit. We are also thoroughly sanitizing all common areas, the waiting room and herb shop, once per hour.
2. We are offering expedited entry into treatment rooms for all our elderly and immune compromised patients. Simply wait in the car or outside. Call from your cell phone when you arrive and we will escort you directly to your private treatment room. Payments and future appointments can be made directly from your treatment room or by telephone.
3. As per CDC recommendations, we are asking patients with new cough and/or fevers to contact us BEFORE coming to the clinic. Each case will be evaluated by a practitioner on an individual basis and an appropriate treatment strategy developed.
4. We are now offering both integrative medicine and Chinese medicine telemedicine consultations for patients with upper respiratory illnesses and others who are unable to travel to the clinic. Check the website or call the clinic for further details.
5. We are also offering a limited number of home visits. Call the office for further details.
6. We are offering our patients individual consultations to recommend best practices and specific immune enhancing strategies. General recommendations and the latest information will be available on the dedicated page on our website. For individual consultations, please contact the office.

Due to the very fluid nature of this situation and to provide comprehensive information we have launched a dedicated page **COVID-19: Preparation Not Panic** <https://nsevhealing.com/covid-19> on our website. This page will be updated daily with the latest information, wellness practices, and our latest clinic policies. We are open to any ideas that you may have as to what else we can offer as we grow our dedicated webpage in service to our community.

We will be hosting our first *COVID-19: Preparation Not Panic* webinar this coming Tuesday, March 17th from 6:30-7:30 pm. This webinar is free of charge and all are welcome to attend. [https://zoom.us/webinar/register/WN\\_J7g3lqrQfONiBWocvTweQ](https://zoom.us/webinar/register/WN_J7g3lqrQfONiBWocvTweQ)

With much gratitude,

Yours in health,

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