

Dear Patients and Friends of Regenerative Institute of Newport Beach,

We hope this message finds you in good health. Given current safety concerns, RINB is taking extra precautionary measures in the interest of public health and the health of our patients and staff as we slowly reopen.

To this end, we have adjusted our cleaning and sterilization protocols in compliance with Orange County Department of Health.

When it comes time for your next appointment, for the protection of our patients and staff:

What We Ask You to Do:

1. WEAR A MASK.
2. WAIT IN YOUR CAR. Call us when you have arrived. We will confirm that the Exam an/or treatment room has been thoroughly cleaned and we are ready to have you enter the office. We are spacing out appointments to ensure that there will be minimal unnecessary contact between patients.
3. DON'T BRING VISITORS. We ask you to come alone. We ask your family and friends to wait for you in your car.
4. New patient and consent forms should be completed online prior to your arrival and new patient history will be taken via telemedicine to minimize time spent in the office.
5. WASH YOUR HANDS. Upon arrival in our office, please wash your hands or use the hand sanitizer available in our waiting room.
6. USE CONTACTLESS PAYMENT. Contactless payment is strongly encouraged (tap cards, Apple Pay, Google Pay). We do not accept Venmo or PayPal.
7. STAY HOME IF YOU ARE NOT WELL. If you are experiencing cough, fever, shortness of breath, or other "unwell" symptoms, please call and reschedule your appointment.

What You Can Expect from Us:

1. DISINFECTANT CLEANING, We will continue with thorough disinfecting of exam rooms between patients, along with frequent disinfecting of common areas and frequently-touched surfaces.
2. PATIENT SCREENING. We will screen all patients with Covid-19 screening questions and a temperature check.
3. STAFF SCREENING. All staff are screened daily for Covid-19 symptoms. Anyone exhibiting symptoms or has been in close contact with an individual with symptoms will be quarantined in accordance with government guidelines prior to returning to work.
4. WEARING MASKS. Our staff will wear masks.
5. ENFORCING SOCIAL DISTANCING. There will not be anyone in the waiting room.

We will modify our procedures as conditions change during these difficult times.

If you have any questions or would like to make an appointment as we reopen, please call (949) 438-1888 or email [info@orthorepair.com](mailto:info@orthorepair.com)

We appreciate patience and trust and look forward to seeing you again soon.

Sincerely,

Dr. Zaffarkhan and Staff