

UPPER VALLEY NATURAL HEALTH CENTER

REBECCA CHOLLET, ND

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COVID-19 POLICIES – JUNE 2023

Because of Dr. Becky's genetic immunodeficiency disorder, we are slowly returning to our pre-pandemic practices in the face of persistent COVID-19 in the community.

- **IN-PERSON VISITS:** We are now open to in-person visits for all patients! One support person or caregiver is allowed to accompany each patient. Anyone coming to an appointment in the office must complete our COVID-19 self-screening that we send prior to the visit. **Masks are still required.** If you don't have a mask, we will provide one to you.
- **TELEMEDICINE VISITS:** We continue to offer virtual video appointments *as health insurance plans allow* for patients with acute respiratory illness or recent exposure to COVID-19, weather or transportation emergencies, and your convenience.

We use a simple HIPAA-compliant telemedicine platform called Doxy.me. We will email you this website link: <https://doxy.me/drbeckychollet>. At your appointment time, open the link in either Firefox, Safari, Edge or Google Chrome browser on a device with a microphone and a camera. At the Welcome screen, type in your name and click Check In. It's that simple!

- **NO DROP-INS:** To limit crowding in reception, we are still conducting all business by phone and email. We request that you do not enter the office to place orders, schedule appointments, or for any other business, but we anticipate opening back up to normal business in early summer.
- **OFFICE DISPENSARY:** Our dispensary is as fully stocked as backorders allow.
 - **CURBSIDE PICK-UP:** We have a bookshelf just inside the front door of the building for dispensary and test kit pick-ups. Please call us in advance to pay for your order and arrange the day of your pick-up.
 - **AFTER-HOURS PICK-UP:** If you are unable to pick up your order during our office hours, we can leave your bag in our after-hours pick-up box outside of the building. This service is first come, first served Monday thru Friday, and we are only able to accommodate a few pick-ups per evening as the size of the box allows.
 - **SHIPPING:** we still offer shipping via US Mail or drop-shipment by UPS at cost plus a \$4 handling fee.

We appreciate your understanding regarding Dr. Becky's high-risk status, and your patience and cooperation with our COVID-19 policies.

Still smiling behind our masks,
Dr. Becky and Shari