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May 19, 2020

RE: REOPENING OUR OFFICE NEXT TUESDAY, 26TH OF MAY

Dear Patients,

We hope that this letter finds you and your family well. We've all been cooped up in our COVID cubicles so we are hoping to bring some sunshine back into your lives by announcing that we will be reopening our office next Tuesday, the 26th of May. Although the governor allowed medical offices and surgery centers to resume elective procedures two weeks ago, we have decided to be extra cautious and wait a few more weeks before coming into close contact with you. This decision is a reflection of the 29 year history of this office (on the campus of Shady Grove Medical Center) which has kept, and always will keep, the safety of our patients and staff as our number one priority. With this goal in mind, we will use our opening week for rescheduling many of you whose appointments were cancelled since March, scheduling new appointments, and we will be happy to provide consultations either person to person in office, or online. We think it best to wait until Monday, June 1st to resume elective procedures, which will require closer contact.

We are dedicated to following guidelines put forth by the state, CDC, American Society of Plastic Surgeons, and the American Society for Laser Medicine and Surgery, and for everyone's safety we ask that you:

- Answer COVID 19 screening questions before your appointment.
- Call our office (301-251-2600) upon arrival and answer screening questions again.
- Wait in your car until we notify you that we are ready (to prevent over crowding).
- Come alone for your appointment, unless a companion is medically necessary or the patient is under 18.
- Have your temperature taken before entering our office.
- Wear a mask in order to enter the office, and use hand sanitizer.

Our staff will, of course, wear masks, and when in close proximity to patients, will also wear gloves. As further proof of our commitment to your safety, we have installed a medical-grade HEPA Air-Filtration Unit, a plexiglass barrier screen at our front desk (like that used at pharmacy and post office counters), and safe, low-intensity ultraviolet lights.

It has been a scary, tough, and crazy time for us all. Count on us to give you some sorely needed COVID Relief with discounts on services, surgery, and products. We look forward to seeing you, and let us help you to "get the pretty back". We are all guilty of not social distancing from our refrigerators, so let us help to flatten your curve, and "get back to the skinny side of your closet".

Please feel free to call us at 301-251-2600. Check out our new subsidiary, **Olsen Aesthetics**, and its newly launched website: www.ShirleyOlsenMD.com. Dr Olsen's email is: Dr.Olsen@ShirleyOlsenMD.com. and please follow her on Instagram and Facebook. Dr. Dick's email is: god@GregoryDickMD.com or elizabeth@GregoryDickMD.com.

Warmest regards,

Dr. Dick & Dr. Olsen