



PREMIER
INTEGRATIVE MEDICINE

Dear Premier Patient:

The last few months have been challenging for all of us. I want to thank each of you for your cooperation and patience during this process of adapting to the COVID19 pandemic. Although adversity will test the strength of any community (if it doesn't break it), the community will prove to be stronger and more resilient in the future. COVID19 has awoken our creative drive and pushed us down a strategic path that, perhaps, may have taken many more years to accomplish. We are very excited to begin our re-opening plans and have extraordinary things to share with our patients. **As owner and CEO, I promise you that we will always think differently, remain positive, and always work harder than others deem reasonable.** These are the things that not only separate the good from the great but may in fact determine the difference between thriving and becoming obsolete. One can be certain that some businesses—even medical offices— will not bounce back once our new normal begins. Therefore, we will continue to add more value to the patients we serve than ever before.

As challenging as it has been to maintain patient access during the shutdown period, the re-opening process will prove to be an even greater challenge. With this challenge, comes the opportunity to change the concept of the service we deliver. One of the benefits of embarking on a journey with no map or compass is that you can dictate the course. Premier will use this time to advance the blueprint of primary care to create a **safer and more efficient** environment for our patients and team members.

While many businesses are utilizing Phase 1 orders in Palm Beach County to quickly re-open their business, we did not fully resume all aspects of care immediately. Instead we looked at the potential obstacles to resuming care and strategized a better way. For instance, the waiting room is now an obsolete aspect of the medical practice, not to mention it was never a desirable concept in the first place. To remain with social isolation guidelines, we simply cannot permit patients to be clustered together. We will also need to limit the volume of people in the primary care suite at one time and revamp the check-in and check-out processes. Furthermore, we must envision methods to keep our air and surfaces disinfected to allow our patients to feel confident while at our facility. Our primary care suite is currently undergoing renovation. Here are some of the new modifications at Premier:

1. Suite 211 has been completely renovated— including the removal, replacement, or recovering of ALL surfaces including seating, desks, and flooring—and replaced with surfaces that are more sanitary and easier to disinfect.
2. Automated, touch-free faucets & toilets have been installed in all exam rooms and bathrooms.
3. We have invested in the most advanced Ultra-violet Light (UVC) Germicidal Disinfection systems available for all HVAC units and for upper air disinfection in common areas.
4. To eliminate waiting and check in/out lines, an automated check in process and virtual waiting room will be deployed— allowing the patient to check-in, pay, and document aspects of the chart prior to even stepping into the building.
5. We will incorporate Biometric stations for vital sign intake that are more efficient and easier to clean.
6. Hand sanitizer stations will be placed in all facilities.
7. All team members will be wearing level 3 certified surgical masks and all patients will be asked to wear facial coverings.
8. All team members will have their temperature checked upon arriving at work.
9. We will continue telemedicine visits indefinitely for many follow-up visits and utilize face-to-face visits for Annual Physicals, Preoperative Exams, and chronically ill patients.
10. An in-office pharmacy will carry a small formulary of urgent care specific medications to eliminate the need for a second stop at the pharmacy when you are ill.

We plan to completely reopen Suite 211 in mid-July. As with any new vision and creation of a new reality, things take time. Your patience will be appreciated, and your input valued. I invite each of you to be a part of something extraordinary; however, for this vision to become reality, the patient must take an active role in the process. It is extremely important that we have your most recent email and cell phone number to ensure we can electronically engage with you. Please access your patient portal or call the office, at 561-798-3030, to provide us with this information.

For several months, we have spent day and night thinking about where we will be post-COVID19. Our highest priority is your health, wellbeing, and safety. I promise you a relentless approach to the strategy and vision of what will lead us into the future of primary care so that we efficiently provide you a safe medical home during this pandemic and for whatever may come our way in the future.

With Gratitude,

Dr. Vincent Apicella