

MEMORIAL

— PLASTIC SURGERY —

Houston: 8731 Katy Fwy. Suite 500, Houston, TX 77024 | Clear Lake: 450 W. Medical Center Blvd. Suite 202, Webster, TX 77598

April 30, 2020

Dear Patients & Friends of Memorial Plastic Surgery,

We would like to thank you for your kindness, support, and patience throughout our temporary closure during this unprecedented time. Since the beginning of the COVID-19 worldwide pandemic, Memorial Plastic Surgery has taken extreme precautionary measures, in addition to following the most up to date CDC recommendations and guidelines to maximize the health and safety of our patients, staff and facility.

Our offices and surgical center remain committed to providing the best patient care, and we are actively working to take all necessary precautions as we plan to safely re-open our practice. Please help us continue to protect the health and well-being of our patients and workplace by cooperating with all of our precautionary measures and protocols against COVID-19 at your next appointment, or as you plan for your surgery.

Beginning May 1, 2020, Memorial Plastic Surgery will cautiously begin resuming appointments for in-office procedures and medical spa services, in adherence to all local, state, and government mandates. We are also making great efforts as we plan to resume scheduling elective surgeries, starting on May 11, 2020, after receiving guidance from our governing medical society. We ask for your patience and understanding as our staff is working diligently to reschedule all consultations, appointments, and surgeries affected by our closure.

As a reminder:

- Reschedule your appointment if you have a Fever (100.4 F or above), experience symptoms of illness, traveled by air within the last 14 days, or have been diagnosed or potentially exposed to COVID-19.
- Our office will contact you beforehand for a screening questionnaire. Upon arrival, you will be asked these same questions and have a temperature reading.
- Plan ahead to arrive at your appointment on time. We ask that you DO NOT bring anyone with you, to maximize social distancing and reduce risk of exposure.
- **ARRIVE TO OUR OFFICE WITH A FACE MASK. YOU WILL NOT BE ALLOWED IN WITHOUT WEARING ONE.**
- Use the available hand sanitizer located at the front desk to wash your hands after checking in.
- Practice good hygiene and proper hand washing, as recommended by the CDC to help prevent the spread of illnesses and infections.

We thank you in advance for your patience throughout this time, and we look forward to seeing you here again as we begin to resume business operations. If you have any questions or concerns, please contact Memorial Plastic Surgery at 713-633-4411 and our team will gladly assist you. Thank you!