



Pollack
Health and Wellness

Dear Valued Patients and Friends

We are currently living through very challenging times as the Coronavirus continues to be a concern. At Pollack Health and Wellness your health and safety are our top priorities. As concerns over COVID-19, along with ongoing announcements of closures and cancellations continue, we would like to give you an update regarding our practice policies.

Pollack H&W will continue to operate on a normal schedule, as our office is not considered to be at risk at this time. We will continue to provide patient care to healthy patients only.

Hand sanitizers are available throughout our office. Every patient will be asked to wash their hands and use hand sanitizer when they arrive at our center.

As usual, our staff washes their hands multiple times during the day, in between every patient and before each treatment.

We are doubling our efforts to ensure that our center is extra clean, as everyone's health is our top priority. Treatment tables, working surfaces and door handles are sanitized before and after every patient treatment.

In addition to our regularly scheduled professional office cleaning, we frequently wipe down all surfaces in our reception area, front desk, treatment rooms, restroom and throughout the entire center during our hours of operation.

Shared magazines, brochures and books have been removed from the reception area until further notice.

In order to maintain wellness among our staff and patients, we require that any staff member or patient who is not feeling well, experiencing symptoms of any kind or a recent fever, please remain home. COVID-19 symptoms share common symptoms of the flu and other viruses, so it's not safe to make any assumptions.

We are offering flexibility to our cancellation policy in order to ensure that any patient presenting with cold or flu-like symptoms can feel comfortable rescheduling their appointments.

If you have traveled outside of the United States within the past 14 days, please call our office to reschedule your appointment.

If a staff member who is scheduled to provide your service(s) becomes ill, we will contact you to reschedule your appointment.

Moving forward, we are open for business as usual and are closely monitoring updates and implementing guidance from local, state, and national agencies. In the present environment, we ask our patients to be more vigilant regarding how they are feeling prior to coming to their appointments.

Thank you for your support in our initiative to keep everyone healthy! We appreciate your understanding and consideration during this time. If you have any questions or concerns, please don't hesitate to reach out to us.

Dr. Steven Pollack and the entire staff of the Pollack Wellness Center
732-244-0222