

Dear patients,

we are in an unusual and especially medically uncertain time. We are all facing new challenges that can upset our daily lives, make us insecure and sometimes even frighten us.

We want to and will continue to be there for you - even more than ever. Our common security has always been close to our hearts. Even more so, of course, due to the current situation. In order to provide maximum protection against an infection with the Coronavirus (SARS CoV-2), we have to adapt our usual office procedures to the course of the pandemic.

In order to be able to continue to ensure your health care - whether it be prescriptions, blood samples, clarification of complaints or sick notes - we will reduce personal contacts in the practice to a necessary minimum. We appreciate your understanding!

In return, we would like to offer you the increased use of digital questionnaires in order to determine and better assess the extent and need for your treatment with less risk. This enables us to use our and the remaining resources of the health care system more efficiently for you. In this context we offer you a video consultation and even more communication via email and telephone to stay in touch with you. We will maintain a personal service in the practice for you under increased security measures and as long as possible!

We would like to point out, however, that due to the increasing number of closed medical offices, there may be delays in the waiting period.

If possible please visit our homepage regularly - as procedures may change.

In case of general questions, we ask you to refrain from calling us and to send them in writing by post or email. As always, we will try to answer as soon as possible and keep you up to date!

Please stay at home as much as possible and above all stay healthy!

Your Office Team

PS:

If you should show any signs of illness such as cough, colds, neck scratches or fever and/or you are afraid of being infected with the Coronavirus, please contact us by phone or email **before** you come to the office. This will protect you, us and others.

We will send you a questionnaire on risk stratification and discuss the further procedure with you. Otherwise you have the possibility to use a questionnaire of the Charité with recommendations for  (<https://covapp.charite.de/>)

Further answers to frequently asked questions about the Coronavirus SARS-CoV-2 can be found on the website of the RKI (https://www.rki.de/SharedDocs/FAQ/NCOV2019/FAQ_Liste.html) and ECDC (<https://www.ecdc.europa.eu/en/novel-coronavirus-china>)

PPS:

The American sports medicine society (ACSM) has put together an information package containing tips and advice on how to keep moving around at home despite the restrictions imposed by the current pandemic situation. In addition to handouts and graphics, the package includes tips on how to use the equipment, such as the so-called "seven-minute training session". (<https://www.acsm.org/read-research/newsroom/news-releases/news-detail/2020/03/16/staying-physically-active-during-covid-19-pandemic>)

