



Integrative Medical Center of New Mexico, PC

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May 22, 2020

Dear Integrative Medical Center of New Mexico Family,

We hope this finds you healthy in body, mind and spirit! We wanted to give you an update on this fluid COVID-19 situation.

While restrictions across the country have loosened, New Mexico has maintained many of its guidelines, and our office has taken further measures to minimize risk among our vulnerable population and our staff.

Due to the fluidity of the current climate related to COVID-19, **we ask that you call us before travelling to our office.** We have maintained our regular hours of operation and plan to continue to do so to properly meet your health care needs.

While we miss personal interactions as much as you do, we ask for your understanding and compliance with our policies as we work hard to navigate changes, mitigate risks, and ultimately maintain our relationship with you so we can help you stay healthy. We are currently continuing the following precautions in our office:

- **Everyone who enters the clinic should have an appointment.** Please call ahead if you would like a treatment that you used to get as a walk-in. This process is working very well.
- Supplement purchases: We have a steady supply of supplements now. We can take your order over the phone and either take it to your car or ship them to your home.
- Telehealth: We have successfully been conducting most appointments via telephone and/or telehealth (audio/video). Dr. Arthur Berkson is available to see patients in the office, as necessary, but telehealth consults are encouraged, when deemed appropriate. However, Dr. Burt is currently only seeing patients via phone/telehealth, due to his personal risk factors. Please note that your reimbursement might not be as high without the visual component (audio/phone alone).
- At this time, New Mexico has maintained 14-day self-isolation for those entering New Mexico from other states. Please call before you travel here from any distance farther than 2 hours, and please make sure you have a **recently-confirmed appointment before you travel here.**
- We have eliminated our waiting room to limit cross-contamination. Therefore, we ask that you wait in your vehicle or outside. After you get your vital signs taken, advise us of where you will be and a good cell phone number to reach you.

- Please do not bring guests to the office, unless absolutely necessary. If absolutely required, limit your guests to one and notify us in advance.
- In addition to our routine cleaning measures, our staff will be cleaning surfaces in our workplace much more frequently. This includes chairs, door handles, faucet handles, tables, etc.
- Face coverings must be worn by all staff and patients when in the clinic. Please wash your hands or use hand sanitizer provided upon entering the clinic.
- We have experienced and anticipate further reduction in staffing due to family demands and personal risk factors and because we are requiring them to stay home with any signs and symptoms of respiratory illness. We are still meeting demands and appreciate all your patience and kindness that we have experienced toward our staff.

We know we are not out of the woods yet and that prevention is key. We CONTINUE to recommend the following in order to stay healthy:

- As always, the most important strategies that we can take to protect ourselves and others is to wash our hands regularly (for at least 20 seconds) and limit touching our face, eyes, and nose as much as possible.
- Limit social gatherings as much as possible and avoid large groups. Keep a distance of at least 6 ft. from other individuals.
- Stay at home as much as possible. Eliminate non-essential interstate, international, and other long-distance travel.
- We should not leave our house if we have any signs or symptoms of upper or lower respiratory illness. Please do not enter the office if you have fever, runny nose, sore throat, cough, muscle pains, or shortness of breath. Instead, call us. We will then have a nurse call you to discuss your next steps.
- If you have a cell phone, please bring it, along with all your medications. This will assist our communication in case we need to reach you outside of our waiting room.
- Stay updated on our website and other resources: <https://cv.nmhealth.org> (NM Dept of Health); Coronavirus Hotline 855-600-3453; CDC website <https://www.cdc.gov/coronavirus>

Remember that we are here for you! As always, keep yourself well by eating healthy, staying active, immersing yourselves in nature, praying and meditating, and loving yourself and each other. Please let us know if you have any questions or need any assistance in these trying times.

With warm thoughts for all of you,
 Drs. Arthur & Burt Berkson & the staff of IMC of New Mexico