

## Changes to our patient and practice policies and procedures for Renew MD

We look forward to welcoming all of our patients back to Renew MD. Our company has served the Reno area since 2003 opening as the first medical spa in northern Nevada.

The dedication from our entire team to provide each patient with a great experience now extends to enhanced safety in our current environment. The following protocols have been established to do everything we can to provide a safe and comfortable experience for all of our patients and staff.

All treatment rooms and bathrooms have been painted with special Sherwin William's anti-bacterial paint that kills 99% of germs within 4 hours of contact

Renew MD new protocols:

No walk-in patients will be permitted. Everyone will have to make an appointment as this will allow us to stagger entry and exit from the facility.

Patients will call upon parking and a Renew MD representative will meet you at your vehicle. Patients will have their temperatures scanned and asked a few general health questions. Only the patient will be permitted to enter the building after getting the medical clearance. No guests or children will be permitted to enter. Please **bring a mask or face covering with you to use when you exit your vehicle.**

The sanctuary-waiting room has been closed so you will immediately be checked in and escorted to the treatment area. For the time being, no beverages will be available.

Staff working will all be wearing protective gear after each treatment the area will be sterilized prior to the next patient entering.

One bathroom will be reserved for patients and another for staff only. Ozone generators have been placed in both bathrooms and the infrared sauna to keep the rooms sterilized.

If you need to purchase just retail and don't have a service appointment, Renew MD will provide curbside service. Just call us at 852-4500 and let us know what you would like. You can pay over the phone and a staff member will bring it to your vehicle. The same with gift cards.

We encourage all of our patients to reserve individual infrared sauna sessions to relieve the stress and detox from being sequestered in your home so long while you can listen to music or watch your favorite Netflix show. Sessions are every other hour we are open to allow sterilization.

On behalf of our whole team, we really look forward to seeing you again!