



Aspire of Western New York
Health Care Center
7 Community Drive
Cheektowaga, New York 14225
Phone: (716) 505-5630 Fax: (716) 892-1936

5/19/2020

Dear Patients, Family Members and Care Providers,

I am writing to keep you informed of Aspire Health Center's ongoing initiatives to keep all of our patients healthy and safe.

As you know, we have been offering appointments by phone and video during the COVID pandemic. Beginning in June 2020, we will resume in-person well visits and annual physicals with the following processes to ensure your safety:

- Appointments will be staggered to reduce person to person contact and to eliminate the potential for cross contamination.
- Examination rooms and common areas will be thoroughly disinfected between patient visits.
- Patients will be asked to remain in their vehicles and call the front desk when they arrive in the parking lot. They will receive a call when it is time to enter the building.
- Everyone entering our building will be screened for COVID symptoms and asked to wear a mask while in the building.
- Providers and clinical support staff will wear masks, gloves and other personal protective equipment, as appropriate and necessary.
- We continue to offer telephone and video visits when an in-person visit is not clinically necessary

Dr. Gelia, Dr. Genau and Dianna Rioli, NP will be available on-site and by telemedicine to meet your medical needs. Jane Blake, NP will continue to support the Aspire practice through telemedicine visits, as she moves closer toward her retirement.

Aspire therapists have begun developing transition plans for their patients. Please look for guidance from your treating clinician or the therapy supervisor for further information about future therapy services.

Please feel free to call us at 716-505-5630 if you have any questions related to the initial "un-pause" plan for the health center. We look forward to the continued opportunity to support you in your medical care.

Sincerely,

A handwritten signature in black ink that reads "Martha Farewell". The signature is written in a cursive style.

Martha Farewell, MA-CCC-L/SLP
Vice President of Clinical Services