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March 19, 2020

Dear ESO Ohana,

Please be assured that our number one priority is the safety and well-being of our patient and ESO TEAM Ohana. We understand that our practice is vital to your recovery and plan to stay operational as long as we are able, adhering to recommendations from the CDC and Government Task Forces (Federal and State).

Effective immediately, we have implemented a social distancing policy by spacing our waiting area chairs apart by six feet. Also, we have a "curbside check-in" option for patients who do not wish to wait in the waiting room. Just call our receptionist at **674-9595** to let us know you are in the parking lot and as soon as a clinician is available, we will escort you directly to your treatment area.

We will be open during our normal hours (Monday-Friday 8a-6p and Saturday 8a-1p) however, we are reducing our staff which will effectively decrease the number of patients we can treat in any one hour. Our aim is to have no more than 10 people in the main clinical area at one time. We are fortunate to have a facility that is easy to isolate patients and clinicians. We will keep patients with their clinician in private treatment rooms, only one person in the pool, only two people in the cardio room, etc.

Some patients may not feel comfortable continuing with their therapy at this time and we can easily postpone and reschedule your appointments. Starting the week of March 23, 2020, our clinicians will be contacting patients who don't have any future appointments to discuss their current condition, home exercise program and answer any questions.

*If you have a scheduled appointment and are not feeling well, please do not come to your appointment.* Just give us a call at **674-9595** and we will be happy to reschedule your appointment.

We are confident that together, we will weather this "storm" and by doing our part get back to life as normal.

Aloha,

A handwritten signature in black ink, appearing to read "Reid".

Reid P. Elam, PhD, DPT, ATC, CSCS  
CEO/Director & Co-Founder

**Life's a Sport...Play it!**



## CLINIC AND VIRTUAL VISITS UPDATE

April 15, 2020

Dear ESO Ohana,

As we continue to stay within the CDC social distancing guidelines in our clinic operations, for those patients who wish to stay at home, we have been having great success with our Virtual Visit sessions.

Take a look at the feedback from our clinicians about their patient's Virtual Visit experiences:

- *Patients enjoy that I am able to give them exercises that work well with what they currently have around them and it makes it easier for them to do their home exercise programs at home.*
- *I had one patient yesterday tell me "It was much easier to use than I thought it would be. I am glad I did it." Another one told me today, "It feels good to exercise even though I can't come in the clinic. My body feels much better after all the exercise you gave me."*

We are so happy to hear that we are able to continue our mission of providing extraordinary therapy services remotely!

[Click here to go to our website then click the yellow 'Virtual Visit' bar on our home page](#)

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## VIRTUAL VISIT INFORMATION

### VIRTUAL VISIT FAQ

#### What is a Virtual Visit?

TeleHealth or TelePT allows you to receive Physical Therapy services remotely in your own home.

#### How do I schedule a Virtual Visit?

To send an email to your therapist, please visit our [Team Roster](#) page. Each Team Member's name is a link to their email. You can also call us at **674-9595** to ask that your therapist contact you. Please be aware that our clinicians are working remotely. You may receive calls from unknown, blocked or no-caller ID.

#### What is the cost?

The patient must give verbal consent, acknowledging their insurance will be billed for this service. Please note, that as we are currently treading into uncharted waters, and the industry rules and regulations are changing hour by hour, **our company has decided not to pass along any insurance non-payments for Virtual Visits** to the patient at this time. Our mission is to provide extraordinary service to our island 'ohana and we

understand that during these trying times we just need to do what we need to do to keep you going down your road to recovery.

### What kind of device do I need?

The online platform we use is called Doxy.me. A link to your therapist is provided below. **On your appointment date and time, click on the link below which will take you to a Virtual Waiting Room.** Once the clinician becomes available, they will bring you into their virtual office to privately discuss your case. Doxy.me can be used on any platform by logging in via your web browser. Doxy.me officially supports Chrome, Firefox and Safari 11+ (the only iOS system supported). If you do not have access to a web browser with a camera and microphone please email your clinician to discuss other options.

Reid Elam: <https://ElamSportsOahu.doxy.me/drreidelam>

TJ Saupan: <https://ElamSportsOahu.doxy.me/drtjsaupan>

Leigh Oyler: <https://ElamSportsOahu.doxy.me/drleighoyler>

Christine Davis: <https://ElamSportsOahu.doxy.me/drchristinedavis>

Rebecca Smith: <https://ElamSportsOahu.doxy.me/drrebeccasmith>

Jennifer Lunardini: <https://ElamSportsOahu.doxy.me/drjenniferlunardini>

If you have any questions regarding steps we take to ensure safety and protection of during this flu season, please feel free to call us...we are here for you!

Malama Pono,  
Reid P. Elam, PhD, DPT, ATC, CSCS  
CEO/Director & Co-Founder

How To Check In for a Virtual Visit Appointment

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Elam Sports O'ahu | [kap@elamsportsoahu.com](mailto:kap@elamsportsoahu.com) | 674-9595 | [www.elamsportsoahu.com](http://www.elamsportsoahu.com)

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