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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!**