



Dear Pain Care Specialists of Oregon patients and staff,

As the effect of coronavirus (COVID-19) continues to evolve, Pain Care Specialists of Oregon is deeply committed to the health and safety of our patients, families, and staff serving our communities. We are closely monitoring the changing situation and complying with Oregon and national health guidance.

As many of you have noticed, we've taken steps to control the number of patients in our clinics to practice social distancing. In the last few days, we've implemented TeleHealth visits and NeuroFlow wellness software applications in order to maximize your chronic pain treatments and minimize physical contact.

We've increased our protocols in sanitizing surfaces and preserving personal protective (PPE) equipment. You may notice that doctors, physician assistants, and staff are wearing PPP such as masks and facial barriers.

As new information becomes available, management is keeping clinic staff well informed so they can respond swiftly and appropriately. While the circumstances continue to change rapidly and we modify our operations as necessary, we thank you for your patience and cooperation. As new developments occur, be assured we are committed to taking care of our patients and to our mission of providing the most advanced pain management treatments.

We extend our sincere thanks to Pain Care Specialists of Oregon patients and staff for their ongoing support and understanding during this challenging time.

Best regards,

A handwritten signature in black ink, appearing to read "Poly Chen", written over a light blue circular graphic element.

Poly Chen, MD

President and CEO

Pain Care Specialists of Oregon

www.paincareoregon.com