



**Dear Friends and Patients,**

Even as the spread of COVID-19 impacts the health of our community and upends our daily living, we want to assure everyone that Grayline Research Center remains committed to the mission and purpose that has guided us for more than 34 years: to provide excellent health care and compassionate service to each patient entrusted within our care. As it should be, our main focus is caring for our patients and community in this unprecedented health crisis.

**We have received the great news that we may begin recruiting for our studies again and when you return, you may notice several changes that we've made to ensure that your visit to Grayline Research Center is safe and comforting. Safety precautions we've undertaken include:**

- Providing hand sanitizer to all patients at registration and throughout the building
- Providing a mask to patients who do not have one
- Exercising "social distancing" in our waiting areas
- Vendors, visitors and other non-essential individuals do not have access into Grayline Research Center
- Employees practice appropriate hand hygiene, and wear masks around all patients
- Maintains a robust sanitation routine to ensure our patient and staff areas are clean and follow infection control guidelines

As a valued member of our Grayline Research Center community, we appreciate the trust you place in us.

**...simple ways you can also help the community**

- Wash your hands for 20 seconds
- Cover cough and sneezes
- Stay home if you're sick or were exposed to someone with COVID-19
- Disinfect your workspace and other public areas where you spend time
- Consider limiting visits to elderly, and those living in senior and nursing homes

We recognize that this is a time filled with uncertainties for everyone and we want to assure you of our commitment to provide you with the services you depend on. We promise to keep you updated through this dynamic situation, and we look forward to helping you in any way we can!

We are privileged to serve you and will continue to provide the highest level of quality care and communication around COVID-19 and our research studies.

Thank you for being a Grayline Research Center patient.

Sincerely,

The Staff of Grayline Research Center