



A message to all CleanSlate Patients,

We are experiencing an unprecedented time in healthcare as we all work to navigate the challenges presented by the spread of Coronavirus (COVID-19). **However, our commitment to you, our patients, remains the same – to put you and the continuation of your care first in all we do.** All of our centers remain open at this time and will continue to be open as long as it is safe to do so for our staff and patients.

There are many terms being thrown around at this time, like “self-isolation” and “social distancing,” that can seem particularly scary to our patient community who relies on routine contact with our center teams to ensure they stay the course on their road to recovery. And our message to you is simple: Trust us! We will continue to be your partner throughout this difficult time and ensure you receive the personal and compassionate level of care you need and deserve. We may have to do it a little differently, but we will be here to provide care.

The issues presented by COVID-19 means we’re being proactive and creative in developing solutions to best meet your needs, including:

- **Please call your center with questions.** If you cannot get through, our call center remains open, we ask for your patience if you are put on hold. We are expanding our chat functionality on our website to increase our connection with you.
- Utilizing telemedicine visits, we will send clear and concise information to all patients on how this can be done.
- We are working with federal, state, local agencies and insurance companies to ensure that the services we provide are covered for unusual or emergency circumstances and are well-coordinated.
- We are working together with pharmacies, local healthcare providers and community resources to ensure seamless access to your addiction medications and appointments.
- Developing ways to get the most up-to-date information to you both during your visits or via other HIPAA compliant methods of communication.
- We also have online resources available such as our COVID-19 page on our website at, <https://www.cleanslatecenters.com/en/coronavirus> for up-to-date information and tools you can use to during this challenging time.

Please also follow us on social media (Facebook, Twitter, Instagram, LinkedIn) there will be articles there *and on our website* to help you cope with things like “social distancing” or other relevant topics during this time.

In order to keep everyone in the CleanSlate family safe and healthy, we must also ask that you contact your clinic PRIOR to leaving your home for your appointment if you have any of the following symptoms:

- **Fever of 100.4 degrees F/38 degrees C or higher**
- **Cough**
- **Shortness of breath**

Rest assured, we will assist you with rescheduling your appointments and continuing your prescriptions until you are well enough to return. Your complete health is of the utmost concern to us.

I know that this feels like a very uncertain time when you are fighting one of the most significant battles of your life. Please know you can continue to rely on us as we ride out the storm surrounding this virus.

Together We Succeed,

A handwritten signature in black ink, appearing to read "Gregory C. Marotta".

Gregory C. Marotta
President and Chief Executive Officer
CleanSlate

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

Tracey Cohen, M.D.
Chief Clinical Officer
CleanSlate