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March 17, 2020

Dear APMG Patient:

At APMG, we care deeply about community — and the COVID-19 pandemic has impacted not only our team and patients but also the global community at large. We continue to monitor the situation, but we anticipate no major disruptions to our business and the invaluable services we provide to you, our patients. If that should change, we will let you know as soon as possible. As we continue to grapple with this health crisis, we want to share an update on the steps we're taking at APMG to protect our staff and patients as we work through this unprecedented situation.

As additional precautions, we have instituted new procedures including, the following:

- Patients and staff are asked about travel abroad;
- We are taking our patients temperature prior to starting their consult;
- Implementing measures so that if need be our non-clinical workforce can work remotely;
- We have instituted even more rigorous and extensive deep cleaning in all of our locations;
- We are in continuous contact with local, state and federal health officials to closely monitor developments; and
- We have enhanced our already stringent safety protocols to minimize the risk of exposure.

At APMG our mission is to provide exceptional medical care with integrity and compassion. Providing you with the relief you need and doing so in a safe, secure environment takes on a greater importance when there is so much uncertainty in the world at large. To that end, we remain open, willing and able to help.

That said, all of us play a part in stemming the tide of this global pandemic, and encourage you to take care of yourselves and take basic common-sense steps to help protect against viral illnesses (<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>). Now, more than ever, we all need to focus on taking care of our own health — physical, mental and emotional — as well as that of our loved ones.

We recognize that these are unsettling times and we want you to know that the safety of our patients, staff and the general public remains our top priority. As we have been since 2007, we are here to help you in this most challenging of time.

Please continue to stay safe. Thanks for your consideration in this matter.

Very truly yours,

A blue ink signature of Dr. Paul Johnson, consisting of a fluid, cursive script that starts with a large, sweeping initial 'P' and ends with a horizontal line.

Dr. Paul Johnson

A blue ink signature of Dr. Vimal Lala, featuring a stylized, cursive script with a prominent initial 'V' and a checkmark-like flourish at the end.

Dr. Vimal Lala