

# PLASTIC SURGERY

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*of Southern New England, P.C.*

May 12, 2020

To the patients and friends of Plastic Surgery of Southern New England:

The past few months have been truly unprecedented for all of us, and this is only the beginning as we move toward a new normal. I have had to make many difficult decisions to remain compliant with the recommendations and regulations that have been put in place by our government and professional societies. We have had to reschedule many of you, and most of you have been gracious and understanding through it all.

I am happy to announce that we will be reopening on May 18, however the news is not all good. We had hoped that we would be able to quickly make up for all of the lost time and patients whose appointments or office procedures had been delayed. Based upon ongoing and new regulations for reopening, it now appears that we will need to proceed less “enthusiastically.”

We will be starting with a modified schedule and will have to make further adjustments as we go along to comply with regulations and ensure the safety of our staff and our patients. We will likely have to limit or postpone elective office procedures due to supply chain issues, sterile processing, limited availability of personal protective equipment, and decreased staffing. Urgent procedures such as emergencies and cancers will be prioritized. We will also be asking patients to be seen via telemedicine visits whenever possible to improve our ability to maintain social distancing. While this may be an inconvenience for some, we have to adjust and do the best we can within this situation. If we don't all do our part, chances are that these restrictions and this crisis will go on longer.

If you are on the schedule for the next few weeks, we will be contacting you directly to discuss how this might affect your appointment. I apologize in advance for the ongoing inconvenience, but also would like to point out that this is entirely out of my control, and certainly is not the fault of any of my team. It should go without saying, but please do not take your frustrations out on them if you are contacted. It is not their fault, and I will not allow my staff to be mistreated. We are all doing the best we can in extremely challenging times.

In closing, I look forward to rebuilding along with all of you, and thank you all for your patience, business, and trust.

Wishing you all health, safety, and peace,

Russell Babbitt, M.D.