



## Steps We Are Taking To Protect Our Patients

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As medical professionals, we are trained to place the well-being and safety of our patients above all else, and that commitment to your health and safety is driving every decision we are making during this challenging time. We are closely monitoring all developments related to the Coronavirus (COVID-19), and we are strictly adhering to all guidelines issued by the [Center for Disease Control \(CDC\)](#), [World Health Organization \(WHO\)](#), and our local and state governments.

It is always our standard practice to follow strict infection control measures at our practice in an effort to protect our patients from illness or infection. However, at this point in time, many additional infection control measures have been put into place. Below please find a list of some of these additional measures:

- All patients are being screened at the time of scheduling, at appointment reminders, and at the time of check-in for any high-risk travel activity or signs and symptoms of respiratory or other flu-like illness.
- Patients with risk-factors for COVID-19 or signs and symptoms of illness are being immediately rescheduled.
- Signage is present at the practice entryway requesting that all patients with recent high-risk travel (including international and/or cruise-related travel), known exposure to COVID-19 AND/OR those currently ill are being directed to return home prior to entering our waiting area and to call to reschedule their appointments.
- All employees who have engaged in high-risk travel or who are experiencing signs and symptoms of illness are not allowed to return to work until a period of self-quarantine has been completed.
- Any patient with signs or symptoms of illness who attempts to check-in for an appointment is being immediately provided with a mask to wear while their appointment is being rescheduled.
- We are requesting that patients arrive to appointments without friends or family members whenever possible in order to limit the numbers of people in our clinics and better comply with the CDC's social distancing recommendations.
- We are eliminating all unnecessary visitors in our practice such as pharmaceutical company representatives and outside vendors. All those who must visit will be screened prior to entry.
- All magazines, pamphlets, trial-sized samples and snacks have been removed from our offices and waiting areas.

- New pens will be given to each patient needing to complete paperwork or sign consent forms.
- Exam rooms are thoroughly disinfected between each patient visit, and all employees have been provided with detailed, written cleaning protocols and requirements for our clinic facilities including waiting areas, exam rooms, staff workspaces, and restrooms.
- As always, we are using only EPA registered cleaners and disinfectants.
- All “high-touch” surfaces are cleaned numerous times throughout the day.
- Our clinicians and staff are refraining from shaking hands with patients.
- As always, CDC compliant hand hygiene is practiced by every member of our health care team.
- Hand sanitizer, tissues, and lined trash receptacles are in place in the reception area and clinic room for use by our patients.
- Signage is in place throughout our practice outlining CDC guidelines for proper hand hygiene, proper cough and sneeze etiquette as well as other measures to stop the spread of disease.
- We are providing every member of our staff with CDC generated written educational information about COVID-19 with frequent updates and new guidelines as they evolve.

**We are fully prepared to evaluate and care for our patients at this time, and we are taking all possible precautions to protect our patients, their families, our staff and our communities. Thank you for your support and cooperation with these efforts as, together, we face this unprecedented public health challenge.**