

OFFICE POLICIES AND PROCEDURES UPDATES, EFFECTIVE MARCH 15 2020, IN LIGHT OF COVID-19

We appreciate your loyalty and consider it a privilege and an honor to serve you and your family by providing your healthcare needs.

Your safety, comfort and the quality of the medical care we provide continues to be our top priority.

Our goal, as healthcare providers, is to stop and or slow the transmission of the coronavirus. The mainstay of this is to promote self-isolation when necessary and limit social interactions, particularly if you are in a higher-risk group. Hygiene with handwashing, hand sanitizer, sneezing and coughing into tissues and trashing them immediately and avoiding handshaking are mandatory.

Acting with an abundance of precaution, we would like to share what we are doing in our practice to keep you safe, comfortable and well. These are the recommendations of the CDC and the Texas Medical Association.

- Obviously, and as always, if you are very sick you still need to consider calling 911 if appropriate and or going to the nearest emergency room.
- Please call our office if you are sick with any respiratory symptoms. These include but are not limited to a fever, cough, shortness of breath, chest pain or tightness when breathing.
- We will evaluate you over the phone or on another virtual platform and decide the next step.
- This is even more important if you have traveled to any of the areas considered to be areas of high activity including China, Japan, Korea, Italy and other European countries or states like New York, California or Washington.
- This is even more important if you have had exposure to anyone that is tested positive for the coronavirus.
- If we decide an office visit is necessary, we are separating sick and well visits. You will be asked to wear a mask with any respiratory symptoms, and we will be separating you from other patients, in a separate waiting room prior to being seen by the nurse and medical care provider.
- We urge our patients that have regular scheduled physicals and follow-ups to keep appointments as we separate “well” from “sick” patients.
- The current CDC recommendations and the Texas medical Association recommendations are the same and we will be triaging over the phone as much as possible to reduce the risk of spreading any illness.
- We appreciate your understanding and cooperation and assure you, again, that you have safety, quality of medical care provided and comfort is our upmost priority.

We will use our website, text messaging and /or emails to keep you informed and notified of any updates or changes. Again, we appreciate your loyalty and expect this to be a temporary situation which we can successfully manage and get through.

Feel free to contact me if you have any questions or concerns.