

What We Are Doing to Protect You

March 23, 2020

Dear Patients:

Our highest priority is to protect the health of our patients, staff and community. As part of our normal daily operations, we already observe the following safeguards against the spread of disease:

Before you enter the examining room, all surfaces, such as the examining table, chairs, drawer handles and countertops, have been cleaned and disinfected.

Protective coverings on equipment are disposed of and replaced after each patient.

Non-disposable items are cleaned and sterilized between patients.

Disposable items such as ear/nasal probe coverings and needles are never reused and are disposed of according to state health regulations.

All staff involved in patient care use appropriate protective equipment such as gloves, masks, gowns and eyewear when needed. After each patient, disposable gloves and masks are thrown away. Before seeing the next patient, everyone on the treatment team disinfects their hands and puts on a new pair of gloves and mask.

We clean and disinfect the lobby area and reception counter many times per day.

IN ADDITION: We are currently **PRE-SCREENING** patients with upcoming appointments to identify and reschedule anyone currently experiencing illness symptoms or recent travel history. We are redirecting patients with current illness symptoms to their primary care physician for care. Your primary care physician or regular health clinic is better equipped to diagnose and treat symptoms of the flu or upper respiratory viruses.

What we require from our patients:

If you are sick, running a fever, coughing or not feeling well, we are happy to reschedule your appointment. Please do NOT enter the office **if you are exhibiting these symptoms.**

If you are healthy and you come for your regular appointment, please **use a tissue** when coughing, sneezing or blowing your nose, **throw the tissue away**, and **wash your hands** for at least 20 seconds with soap and water afterwards. Using hand sanitizer of 60% alcohol concentration is also acceptable for washing hands.

We are here to serve our patients and our highest priority is to keep our community safe and well!