

OUR CARE PLAN DURING CORONA VIRUS/COVID--19 PANDEMIC

We remain absolutely committed to our goal of providing excellent care to all our patients in the safest way possible. During this pandemic season, we are closely following the guidelines from CDC and other federal and state health agencies. Please take time to review the changes in our care delivery over the coming weeks. These changes are being instituted keeping in mind the safety of our patients and our staff. This is a fluid situation and we truly apologize for any inconvenience these changes may create.

- 1) **TELE-HEALTH:** All insurance agencies have concluded that TELEHEALTH is the safest way to provide routine patient care during this season. Accordingly, they have relaxed the rules surrounding TELE-HEALTH. During this pandemic season insurance companies are considering these interactions as equivalent to an office visit. We can provide audio+video conferencing using widely available platforms such as FACETIME or SKYPE. For patients who are unable to use these or those who are not comfortable with videoconferencing, we can do a telephone consultation as well. Your doctor will be able to take a focused history, review your medications, your recent labs and provide an updated care plan. We are also available to answer any questions you may have surrounding COVID.
- 2) **Changes to office visits:** We discourage “drop-in” or unannounced visits to our office. Please call in advance. If for some specific reason you and your provider decide an in-house office visit is necessary, please follow the following guidelines.
 - i. If you have any of the following symptoms- new cough, sore throat, fever, night sweats, shortness of breath, acute diarrhea or a recent exposure to a patient tested positive for COVID please refrain from coming into the building. Please call our office to discuss the further steps.
 - ii. Please call the office in advance to discuss our check-in and check-out policies. These may slightly differ depending on the office location. The staff will go over these changes on a case by case basis.
 - iii. We respectfully request that you do not bring any kids into our office building during this season.
 - iv. We also request that any person accompanying you remain in the car and avoid coming in. If they absolutely must join you for the visit, we will plan to do so in a safe manner.
 - v. We will request you to wash your hands or use the alcohol rub. We may also request you to wear masks. These decisions are all made in the best interest of our patients and our staff.
- 3) **Potential changes to office hours:** Our office hours may change during this season. The best time to reach our office is between 8:30am- 12pm. Our afternoon hours may vary at different locations. Our on-call doctors are available 24/7 for any urgent issues.
- 4) **General information on COVID-19:** For most up-to-date information and guidelines on COVID-19 please refer to <https://www.cdc.gov/coronavirus/2019-ncov/index.html>