

COVID SAFETY PROCEDURES

We are encouraged by the recent progress the U.S. has made toward ending the COVID-19 pandemic. As the number of new cases continue to decline and more people are vaccinated, we are optimistic that we will soon be able to resume more normalcy in our everyday lives.

Most of our staff members have already been, or will soon be, vaccinated. Yet, we know that many patients are not yet vaccinated. Therefore, we will continue to take precautionary measures for a while longer to help ensure everyone's safety. For additional information about our current COVID safety protocols, please read the FAQs below or contact our office.

We appreciate your understanding. Thank you for trusting us with your health.

Are in-person appointments available?

Yes, we are open for in-person appointments to safely take care of patients' dermatology needs. Since the beginning of the pandemic, we have worked hard to keep our staff and patients safe. As the threat of the pandemic lessens, we will continue to adapt our safety measures to align with the most up-to-date CDC and local health authorities' guidance. Patient safety has always been, and will continue to be, our top priority.

What precautionary steps is your practice taking to ensure the safety of your staff and patients?

We continue to monitor the CDC and local health organizations' guidelines, and review and adapt our safety procedures to align with the most up-to-date, evidence-based information. In some instances, our protocols may differ from the local government's recommendations. This is to help ensure all our patients' and staff's safety until there is more wide-spread immunization in our community. Our current safety procedures include:

- Continuing to recommend our staff get vaccinated to join the majority of staff who already have been vaccinated
- Requiring our staff to wear face masks and asking our patients to do the same
- Asking screening questions for all patients, staff and other persons that enter the office
- Rescheduling patients who exhibit symptoms or have been exposed to COVID-19 and ensuring ill or exposed staff follow appropriate self-quarantine measures
- Instituting physical distancing protocols, such as limiting provider schedules and reducing waiting room capacity; in some office settings, patients may wait in their vehicles after check-in and then brought directly to their exam room to further reduce exposure risk
- Thoroughly sanitizing our facility in accordance with the CDC guidelines
- Offering Telehealth appointments for high-risk patients and others as necessary
- Limiting visitors to those escorts required for special assistance or circumstances

What should patients expect on the day of the visit?

Front desk personnel will conduct screening for all patients and visitors. Patients who exhibit symptoms or have been exposed to COVID-19 will be rescheduled. During patient encounters, the receptionist and clinical staff will all wear a face mask and eye protection. For everyone's safety, we request all patients and visitors to wear a cloth face covering when they arrive for and throughout their visit. We also request patients to limit the number of visitors that accompany them and, if possible, for those visitors to wait in the car while the patient is treated. We are reducing common use items such as pens, paper, magazines, iPads and other items and are utilizing verbal authorizations for registration signatures and clinical consents. Information regarding these procedures is also included within the appointment reminders sent to patients prior to their appointments.

What are you doing to maintain physical distancing standards in your practice?

To help all patients feel more comfortable while in our office, we will continue to practice social distancing protocols such as:

- Limiting our provider schedules
- Limiting the waiting room seating capacity and in some sites providing a virtual waiting room where patients can wait in their car until they are ready to be seen
- Reconfiguring work stations and patient and staff flow patterns throughout the office
- Staggering our staffs' work shifts and breaks

What are you doing to ensure the office is properly cleaned and sanitized?

The safety of our patients and staff has always been our top priority. We thoroughly sanitize waiting areas and high-touch surfaces multiple times a day and our exam rooms are cleaned after each use. These cleaning protocols follow the CDC COVID-19 guidelines. We have also made hand sanitizer, paper tissues and trash cans readily available for patients and visitors.

Thank you for trusting us with your care.