

March 16, 2020

ANNOUNCEMENT:

We are monitoring the current situation with the spread of COVID-19 and following the latest guidelines set forth by the government and the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to proactively slow the spread of COVID-19.

To protect the health of our patients and staff, we are implementing the following in all clinic locations:

WE WILL REMAIN OPEN

Our staff will be screening for potentially infected patients prior to scheduled appointments. Those with questionable exposure or who are sick will be rescheduled and recommended to call their primary care physician.

WE ARE WAIVING CANCELLATION FEES

Normally we have a cancellation policy which includes notification within a timely manner and a fee if no notification within that specified timeframe. We are waiving the cancellation fee through April 12, 2020. This will allow our patients to feel in control of their decision to postpone their office appointment.

UPCOMING PROCEDURES

Our office staff will reach out to each of you individually prior to your scheduled procedures to discuss if we will need to reschedule them as changes in the current situation evolve.

WE WILL BE IMPLEMENTING TELEHEALTH/TELEMEDICINE.

We have initiated the implementation of telemedicine. It will allow us to follow-up with certain appointment types remotely. Not only will this decrease the chance of exposure during this critical time because face-to-face will not be required, it will improve communication and access for our patients. We will offer telehealth as an option for our patients according to individual health needs.

LIMIT FAMILY AND FRIENDS.

The older population and people of any age with severe underlying health conditions are at a high risk of developing serious illness with COVID-19. Because a significant percentage of our patient population falls into this high-risk category, please come to your appointment alone. Family members of patients will be asked to wait outside of our clinic areas unless patients are undergoing an office procedure that requires a family member to be in attendance.

DO YOUR PART.

We will be continuing to perform thorough routine environmental cleaning to help disinfect our office areas. If you are sick, stay home. Please cough and sneeze in the fold of your arm or in a tissue (throw tissue away immediately). Practice good hand hygiene- clean them often with alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash hands with soap and water for at least 20 seconds.

Please be aware that we will be following the guidelines established by government agencies. This means there may be temporary changes that can happen with little or no warning. Should changes be necessary, we will be contacting any affected patients as soon as possible.

By working together and making the appropriate conscious choices every day, we can minimize the impact of this pandemic on our local community.

For latest information on COVID-19 visit

www.coronavirus.gov

For local information on COVID-19:

Bexar County COVID-19 hotline: (210) 207-5779