

## **NEIL A PATTERSON MD PA**

**As the times are difficult, we are letting patients know how our office is continuing to provide patient care during the current health crisis. Rest assured we will do our best to continue to provide you with excellent care and service.**

**Per the CDC recommendations, we will continue to see the majority of patients in the clinic, as usual, and we encourage you to continue to make and keep your appointments in your usual time frames or when you have any new problem we need to address. We know you have heard a great deal in the news about telehealth and telehealth is appropriate for some types of visits, but not all. Telehealth does not allow us to take your blood pressure or temperature, we can't draw blood or do necessary labs, such as mono or strep or test for Influenza. It is difficult to evaluate, diagnose and treat you completely in this setting. In order to make you feel safer we have implemented the following changes in our clinic.**

- 1. We have cancelled all walk-in appointments as we want to be able to screen patients prior to their arrival. We will still see you on short notice, but you need to call to be screened.**
- 2. All patients will be screened when they make their appointment so that we may screen out anyone we feel may be risky to see in a group setting. Those who are deemed high risk of having Covid-19 will have the opportunity to be seen by Telehealth if they have the ability to connect with us via the Patient Portal or Healow App. This requires a smart phone or computer with camera and speakers and an upload/download speed of 3-5 mbps. An ability to report a blood pressure and temperature would also be helpful.**
- 3. We have created Social Distancing in our seating arrangement in the Reception area and are providing seating outdoors. Ill patients are directed to a separate area and processed quickly into 2 clinic rooms reserved for ill patients. These rooms are thoroughly sanitized between patient visits. All ill patients with upper respiratory symptoms will be required to wear a face mask.**
- 4. As soon as possible we will be moving all medication management/well and non-ill patients to the morning hours and scheduling ill patients in the later appointment slots. If you have an upcoming appointment we would appreciate that you notify us if you develop cold or flu symptoms within the 48 hours prior to the appointment.**

**We understand your concerns about coming to the clinic and we will do everything we can to see you stay safe and healthy. You are less likely to be exposed to Covid-19 in our office than at a family gathering. You will be notified of any additional changes as they occur.**

**Neil A. Patterson, MD**