



Dear Patients and Families,

As you are all aware, we as a world and a nation are in the midst of a pandemic caused by the COVID-19 coronavirus. This virus, affecting the entire country with more than 3000 cases to date, has now reached our immediate community of Miami-Dade County. Our County is now in a State of Emergency. We will continue to follow the latest developments closely as well as guidance from our local, state, and federal and health officials.

Life, for all of us, will change while we fight this deadly outbreak. With world health officials advising us that the number of confirmed cases has not yet peaked and local governments encouraging all of us to stay home and practice social distancing, we are facing dramatic changes to our everyday lives.

At Ross Medical Group, the health and safety of our patients and medical team is paramount. We want to continue to offer you the safest and best medical care available during these trying times. However, due to the communicable nature of the COVID-19 virus, we have decided to move to a higher level of screening for patient appointments. This will also allow us to prepare for the rapidly changing recommendations of health officials.

Effective Monday March 16, 2020:

We will be limiting walk-in patients' access to our Family Medicine, Sports Medicine and Physical Therapy offices at Ross Medical Group. Patients without a confirmed appointment will not be allowed to enter our facility.

Patients with Appointments:

Patients with scheduled and confirmed appointments will call the office once they arrive at our parking facility and advise the office they have arrived by calling 305-279-7677. The office will advise you which office entrance will be available to you and when to proceed inside once we are ready to place you in an examination room. This will limit your exposure to anyone in the building, waiting rooms, and other common areas. Sick and well patients will be assigned separate entrances in an effort to avoid unnecessary exposure. Only the scheduled patient and guardian (if a minor) will be allowed to come in to the examination room.

Criteria for outpatient private clinic office visit:

The following questions will be asked and must be answered before an appointment can be given with our outpatient medical team. Again, this is for the safety of all patients and medical staff. If you suspect you have been exposed or are experiencing symptoms we will guide you through the proper steps set forth by the CDC and health professionals for you to get the medical attention and testing you may require.



Question #1: Have you been in contact with someone testing positive for the COVID-19 Virus?

Question #2: Have you traveled or do you live with someone who has travelled outside the US in the past 14 days? This includes international air travel and cruise travel anywhere in the world.

Question #3: Do you have an elevated body temperature (fever) and/or chills?

Question #4: Are you experiencing a cough, shortness of breath or difficulty breathing? Have you experienced any diarrhea?

Question #5: What is the purpose of your visit with our medical team?

Based on the answers to these questions you will be given instructions on how we can provide the best medical attendance to you.

These new measures may change as we receive recommendations from our local, state, and federal Health Departments.

Ross Medical Group will soon begin offering telemedicine and phone consultations as an alternative to a live visit. Our providers can advise you as to the appropriate CDC protocols for COVID-19 testing and answer any questions you may have regarding symptoms.

We know you have heard and received much information regarding COVID-19 and we are here for you. You are part of our FAMILY and we will help you through this difficult time. We understand there is a lot of information out there as well as confusion. We want you to know we will continue to be here for you at this time of need and our doctors are available to you 24 hours a day 7 days a week.

We WILL get through this. Wash your hands diligently, practice social distancing now, eat healthy, get 8 hours of sleep and take your vitamins!

We thank you in advance for your understanding during these trying times. We look forward to always being here for you and your family,

Dr. Michael L Ross
Dr. Luis G. Castro
Dr. David A Ross
Monica Ross DPT
And Staff