

## **CORONAVIRUS UPDATE**

Palmetto Spine and Pain Care wanted to reach out to say we understand your anxiety and concerns about Coronavirus. Your health and the health of our team members is always top priority. Please read the following new updates to our procedures when attending our office.

### **We are currently running our normal operating hours.**

To help put your mind at ease, here are some proactive measures we have been taking at Palmetto Spine and Pain Care to protect your health, while delivering your care:

- Palmetto Spine and Pain Care follows all Centers for Disease Control (CDC) guidelines, continuously consults with medical authorities and peer organizations around the country, and adopts recommended protocols as appropriate.
- Routinely follows recommended processes for cleanliness, sanitation and sterilization in our clinics. We use medical grade sanitizers and disinfectants on our hands and equipment. We are now placing heightened emphasis on these practices.
- We are screening all patients and clinicians for symptoms before allowing treatment. We ask the following 3 questions and if the answer is YES to either question, we insist on Rescheduling YOUR appointments or not returning to work until it is safe to do so
  1. IN THE LAST 14 DAYS: Have you or anyone in your household been to Level 3 destinations? (please see the CDC at website [www.cdc.gov](http://www.cdc.gov) for the most current list) Have you returned from a cruise?
  2. Do you or anyone in your household have current FLU LIKE SYMPTOMS or UPPER RESPIRATORY SYMPTOMS: fever, cough or shortness of breath?
  3. Have you or someone in your household knowingly been exposed to anyone with coronavirus (COVID-19)?

### **UPDATED OFFICE PROCEDURES**

Ultimately, we want you to get the care you need. Whatever your treatments may be. We will always be committed to delivering your care in a safe and healthy environment. We want to allow for social distancing and minimal contact with other patients and staff. Here are our new procedures we are implementing until further notice:

1. When you arrive at our office, we ask you TO REMAIN IN YOUR CAR and we will call you when it is time for you to come into the office and go immediately to your examination room.
2. We ask that your driver and anyone traveling with you to your appointment kindly stay in the vehicle.

Again, we would also like to remind you of these precautions recommended by the CDC to help protect your health and the health of those around you: Go to the CDC website for full recommendations.

- Avoid close contact with people who are sick.
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

Additional measures may be necessary to protect your health in our clinics. If so, we will update our practices and policies immediately.

We are using our social media as a platform to educate our patients quicker and to get information between you and your provider. Please, stay tuned to our facebook page for any office procedure changes here at Palmetto Spine and Pain Care. If you do not already follow us at [www.facebook.com/palmettopaincare](http://www.facebook.com/palmettopaincare) We will do our best to update facebook regularly as needed. Also, please feel free to ask questions and leave comments on our facebook page. We are striving for ways to give the best communication possible to our patients.

Thank you, as we continue to provide your healthcare during this new and uncharted water. Please stay safe and healthy.

Dr. Stephen Boatwright