

March 20, 2020

Dear Patients and Families,

As the situation concerning Coronavirus (COVID-19) is fluid, we will be updating our protocols as necessary. We, at *Lakeside Dermatology*, share your concerns and would like to underscore our commitment to the safety and well-being of our Patients and Employees.

What Lakeside Dermatology is doing:

The health and wellbeing of our patients, staff, and community is our first priority. Amidst growing concern around Coronavirus (COVID-19), we are taking all the CDC and IDPH recommendations and precautions to prevent viral transmission to ensure your safety in our clinics.

Safe Healthcare Experience

For everyone's safety and health, if you are sick, have a cough, fever, difficulty breathing, or have travelled to a COVID-19 affected region, we recommend that you contact your primary care physician and we will work with you to reschedule your appointment with Lakeside Dermatology.

If anyone is uncomfortable keeping their scheduled appointment, we are more than happy to reschedule you to a later date. **We do ask if a Patient or a Patient's family member is sick or not feeling well to reschedule their appointment.** Please call us at 847-367-5575 and we will gladly reschedule you for a later date.

We are taking several steps to ensure the safety of our office environment as we continue to deliver the best possible experience to our patients and working environment for our employees.

- We are contacting all scheduled patients and asking that if they have any symptoms of respiratory illness, including fever, cough, and/or shortness of breath, to reschedule their appointment.
- Per CDC and IDPH guidelines, some patients may be rescheduled.
- Providers and staff will wear masks and protective eyewear during patient visits.
- If possible, some appointments may be offered via **telemedicine or phone**.
- We are screening patients when they call or when they check-in for symptoms of fever, cough and/or shortness of breath and if positive asking them to reschedule appointments.
- We are recommending that Patients over the age of 65, as well as Patients with known immunocompromised conditions such as Cancer and Diabetes, consider rescheduling their appointments as well.
- We are limiting interaction in our reception area. We kindly ask that only scheduled Patients be in the office and anyone accompanying a patient to their appointment wait in their car.
- We are asking that everyone wash hands frequently or use hand sanitizer frequently.

- We are asking all Patients and staff to cough into a tissue and discard or to cough into their elbow.

Thank you in advance for your understanding and cooperation as we navigate through these times. We apologize for any inconvenience. If you have any questions, please email us at info@dermatlakeside.com.

We are so thankful to be your chosen dermatology practice. We look forward to returning to normal daily operations as soon as possible! We will keep you updated of any changes.

Warm Regards,

Dr. Martha P. Arroyo and the Staff of Lakeside Dermatology