

# PRACTICE POLICY UPDATE REGARDING COVID-19

TO ALL OF OUR PATIENTS AND POTENTIAL PATIENTS

Coronavirus (Covid-19) Update

After serious consideration and in line with the recommendations of our City of Atlanta, the Centers for Disease Control (CDC) and the federal government, **I am restricting the format of my practice indefinitely secondary to our concerns about the Covid-19 pandemic.** Your safety is my **number one priority.**

Effective immediately the following will occur:

- All procedures and in-person consultations have been curtailed until indefinitely.
- All urgent post-surgical follow-ups and patient concerns will be addressed. We have instituted our texting communication service to optimize patient care and safety. The number is (404)240-2804
- Virtual Consultations will be added as an option and these can also be booked online.
- Many surgeries will be rescheduled and some of the ones that are committed will occur on a case by case basis contingent on hospital availability.
- No patient will face any financial penalty for rescheduling their procedures.

We will continuously update our services and staffing according to the local and national recommendations and will continue to place your health and well-being as our top priority.

The latest COVID-19 recommendations handed down by the CDC and adopted by our practice include:

- Staff training to understand the disease process and its modes of transmission.
- All staff, vendors and patients are being asked to refrain from coming to this office if they have any signs or symptoms of a cold or an upper respiratory tract infection or if they have had contact with confirmed Coronavirus.
- Pertinent travel history inquiries are documented.
- As per our usual protocol all exam tables and surfaces are wiped down with medical grade sanitizing wipes. Additional areas added are doorknobs, sinks and faucet handles. Hand-sanitizer will be available at check in and check out. We have assigned a person that monitors COVID-19 precaution compliance.
- Handwashing continues to be the most important mode of prevention. While it is already a part of what we constantly do, now we are doing so with heightened vigilance and attention. Using the 20 second rule.
- Any exit and entrance from our office by a staff member is followed by a protocol of changing shoes, scrubs, and sanitization.
- As a facility delivering surgical care, we have vamped up our routine; by multiple times a day, wiping down all surfaces, desks, door handles, keyboards and restroom facilities. We have assigned a person that does this on a constant basis.

Covid-19 is a serious public health issue, however with judicious and deliberate precautions coupled with community surveillance and cooperation we are confident that our usual excellent standard of care can be maintained and delivered

daily. This pandemic will pass and hopefully make our infrastructure stronger. We are monitoring this situation closely and will remain vigilant until we know that we have done everything possible to avoid unnecessary exposure.

Here are some references that might be useful:

[City of Atlanta Department of Health](#)

[State of Georgia Department of Health](#)

[Centers for Disease Control and Prevention \(CDC\)](#)

[World Health Organization \(WHO\)](#)

Please do not hesitate to contact us. We are always here to answer your questions.

Call us at (404)239-2660 or Text Us at (404)240-2804

Warmest Regards,

*Dr. Lissa & Staff*