

At Spokane Urology, we take very seriously our obligation to stay open and care for our patients. Our ability to treat kidney stones, UTIs, cancer patients and others alleviates the burden currently placed on our hospitals and urgent care centers so that they can concentrate on dealing with the effects of the virus. To that end, we will remain open for our patients as long as we are provided the guidance to do so by the CDC and local officials.

As of right now we are continuing our normal hours and are working hard to ensure that our patients are spread out over as many hours as possible. We have new procedures in place to ensure that you will not experience a prolonged wait time in the waiting room and will be able see your provider quickly. The health and well-being of our patients and staff is our highest priority.

Things to consider:

- We intend to remain open and are committed to providing ongoing care with your safety in mind. Should you choose to postpone your treatment, please contact our office.
- If you have a fever of 100.4 F or greater, are experiencing any signs or symptoms of respiratory illness or flu (coughing, sneezing, trouble breathing, runny nose, fever, etc.) notify your primary care physician's office and ***do not come into the clinic***. It will be necessary to interrupt ongoing treatment if you may be infectious.
- Strict personal hygiene (especially hand-washing), avoiding touching your face and potential exposures are the most important measures you can take to protect yourself, your family and your community.

What we are doing:

- We are committed to help control the spread of COVID-19 by complying with guidance to maximize social distancing.
- We are asking our patients to arrive for their appointment either alone or with no more than one individual, over the age of 18.

- Additionally, you may choose to wait in the car or outside the waiting room after registering with us. To facilitate this, we will ask for your mobile number at the time of check in and call you when the doctor is ready to see you.
- We have removed all magazines from the waiting area and are cleaning our waiting room area hourly
- We clean and disinfect each patient room before and after every patient visit.
- Door knobs, desks, counters, frequently touched areas and equipment are wiped down and disinfected repeatedly throughout the day.
- We are actively screening patients and staff for any signs or symptoms

We understand this situation may add worry to an already stressful time. As always, if you have any questions regarding your treatment plan and timeline, please reach out to discuss your individual situation with a member of our Spokane Urology team.