

May 8, 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 or change your appointment to a **telemedicine** visit. **We do ask if a Patient or a Patient's family member is sick or not feeling well that they reschedule their appointment or change to a virtual visit via telemedicine.** Please call us a 847-367-5575 and we will gladly make any changes.

In accordance with the Governor's recent announcement lifting restrictions on elective surgeries, we have reinstated dermatologic surgeries and Mohs surgery.

The safety of our patients, staff, and community continues to be our top priority. These are just a few of the safety measures that we are implementing to help ensure everyone's safety:

- We are contacting all scheduled patients and asking if they have any symptoms of respiratory illness, including fever, cough, and/or shortness of breath, that they reschedule their appointment or opt for a telemedicine visit.
- Per CDC and IDPH guidelines, some patients may be rescheduled.
- All patients coming to our offices are screened with a series of questions designed to prevent patients with active COVID-19 infections from entering our sites.
- All staff and patients over the age of 2 will adhere to face masking requirements and will have a fever screening completed upon entering the building.
- Patient appointment schedules will continue to function on a reduced volume status to allow safe social distancing throughout your visit.
- 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.

Warm Regards,

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