

Regarding Concerns about Coronavirus (COVID-19)

(Updated 6/23/20)

The health and safety of our patients and our staff is our highest priority at **Lakeview Dermatology**. With the heightened concerns regarding the spread of the Coronavirus (COVID-19) in our community, Lakeview Dermatology has been closely following the guidelines provided by the *World Health Organization* (WHO), the *Centers for Disease Control* (CDC), the *American Academy of Dermatology* (AAD), the *Texas Medical Board* (TMB), and the regulations imposed by Tarrant County. Following the guidelines and mandates of these authorities, in addition to our own high standards for maintaining a safe environment, we have implemented a number of changes to our practice and multiple additional precautionary measures in our clinic until this situation has stabilized. These measures will be reviewed daily and further enhanced in every way possible to best protect the safety of all.

These protective and safety measures currently include:

- Screening patients to make sure they are not exhibiting signs or symptoms related to COVID-19 infection.

We will be inquiring by phone regarding the presence of recent-onset **cough, fever, or difficulty breathing**, as well as employing **temperature screening** and inquiring again about symptoms upon presentation. We will also inquire as to whether the patient has had **exposure** to anyone who may have these symptoms or a documented COVID-19 infection.

- Minimizing the exposure of both patients and staff during face-to-face visits.

We are accomplishing this by requesting patients call us when they have arrived and **wait in their car** until we escort them into clinic. Visits will be limited to **patient-only**, unless the patient is a minor, or circumstances necessitate otherwise. We have hand sanitizer available and are performing safe-distancing as best possible. Our staff are required to wear masks at all times, and we will be providing masks to our patients who will also be required to wear such during their visit. Additionally, we have increased our already strict standards of disinfection and are aggressively disinfecting patient contact areas of our clinic after every visit and routinely disinfecting all other clinic areas throughout the day.

- Now performing **TELEMEDICINE / TELEHEALTH visits** that can be conducted remotely!

We launched a telehealth service a few months ago that works through our current electronic health record vendor, EMA by Modernizing Medicine. This service allows our patients to interact directly with Dr Mittelbronn through *real-time* video and audio via either a smartphone or a computer with a webcam. We have performed many visits this

way over the last few months and we have found it to be a very effective method of addressing the needs of patients who are either unable to visit us or are too uncomfortable to be seen in-person. Patients have really appreciated this option. The registration process only takes a few minutes and our staff will gladly walk you through this over the phone when you are scheduling your *e-visit*.

We realize all these measures are not ideal and some may find onerous, however, your health and safety, as well as that of our staff, and community are most important at this critical time. We appreciate your patience and cooperation. We look forward to seeing you soon, whether in-person or electronically!

Regards,

Dr Matthew A Mittelbronn, MD MPH and the
Staff of Lakeview Dermatology