

**August 18, 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 health and safety, if within the last 14 days any of the following apply please contact our office as well as your primary care physician:**

- You have been or are sick with cough, fever, difficulty breathing, loss or decrease of smell or taste, gastrointestinal issues, etc.
- You have had close contact with someone who has tested positive or awaiting test result for Covid-19.
- You have travelled to a Covid-19 affected region.

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, within the last 14 days, a Patient or a Patient's family member is or has been sick or not feeling well or has had close contact with someone who has tested positive or is awaiting test results for Covid-19 that they reschedule their appointment or change to a virtual visit via telemedicine.** Please call us at 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, or if they meet any other risk factors 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](mailto: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*