

Steps We Are Taking to Keep You Safe



In these uncertain times, your safety is our utmost concern. You may be hesitant to seek medical care, but we are taking steps to continue to deliver high-quality medical care while at the same time minimizing exposure to infection. In addition, we are offering Telemedicine Video Appointments. Click the link below for more information:

[Telemedicine Video Appointments](#)

Our offices and endoscopy centers are controlled spaces, staffed by providers who understand and have experience in managing infection and disease. We have implemented rigorous infection control precautions to safe guard our patients and staff.

We also encourage patients to enroll in our patient portal. The benefits of our patient portal include:

- Access to your medical records including health summary, lab and radiology results
- Update your medical information
- Send or receive messages from your physician
- Request appointments and prescription refills
- Review account and billing inquiries
- Ability to print uploaded documents including letters written on patient's behalf, orders for blood work and radiology studies, thus avoiding having to go to the office to pick up these items

Click on the link below to register or log in to the patient portal:

[Patient Portal Log In](#)

NOTE: If you are having flu-like symptoms, such as fever, chills, muscle aches, difficulty breathing, recent cough, headache, sore throat or a sudden loss of taste or smell, or shortness of breath, we do not recommend that you come to our facilities. Instead, we encourage you to contact your primary physician (PMD) or seek emergency care to be evaluated and tested for COVID-19 infection.

Please be aware that we are taking further steps to ensure your safety and comfort.



Step 1: Our Patients

- **We are taking extra precautions to pre-screen patients prior to their arrival at our offices and endocenters. We are rescheduling any patients who are exhibiting symptoms or who do not meet our strict health guidelines.**
- **All patients undergoing endoscopic procedures will be required to undergo COVID-19 testing 3 days prior to their procedure.**

- **Patients will need to wear a protective covering over their nose and mouth, such as a surgical mask, bandana, scarf or homemade mask.**
- **When the patient arrives, call the designated number and our intake nurse will come to the door to escort the patient into the building. The patients will be screened, have their temperature taken and advised to use hand sanitizer prior to entering the facility.**
- **Patient escorts will be asked to wait in their cars unless they are needed to answer questions. They will be called on their cell phone to pick up the patient at the front door and will be given discharge instructions at that time.**



Step 2: Our Staff

- **All center staff will undergo daily temperature checks and screenings for symptoms of illness.**
- **Clinical and business staff will wear surgical masks at all times.**
- **Social distancing measures have been implemented. This includes:**
 - limiting the number of patients in the center at any given time
 - spacing out chairs so they are at least six feet apart in the waiting area
 - minimizing patient touchpoints
- **Visitors will be prohibited unless absolutely necessary.**



Step 3: Our Center

- We follow nationally recommended best practices to keep our centers clean and safe.
- Only EPA-registered cleaning products are used, and waiting areas are cleaned at least twice a day. This includes high touch surfaces such as chair arms, doorknobs, tabletops, countertops, handles, sinks and faucets.
- We clean every procedure room both before and after every patient. In addition, we clean all of our public areas throughout the day and are minimizing traffic in those areas.
- Tissues and sanitizer will be available near the front desk.

- **Our cleaning procedures adhere to the most stringent recommendations issued by the Center for Disease Control (CDC). Our facilities are regularly reviewed by both CMS (Centers for Medicare & Medicaid Services) and our accreditation organizations (AAHC or Joint Commission).**