

## Reopening the Practice for Patient Care

Below is an outline of the steps we have taken to reopen our practice on June 1, 2020.

1. Our staff returned to the practice full-time on Monday, June 1<sup>st</sup>.
2. The front door to our suite will remain locked throughout the day as will the door between the patient lounge and practice office/clinical area. Door handles will be cleaned with a disinfectant after each opening.
3. Only patients with a scheduled appointment will be allowed into the practice. No visitors may accompany patients into the office nor may they wait in the patient lounge.
4. Aides, caregivers and family members will not be permitted in the office at this time.
5. **Please be patient with our staff when they ask questions about your health and activities repeatedly.** It is for your safety and theirs.
6. When making appointments, staff will review and confirm demographics, insurance information for primary and secondary carriers and all contact information. If there is a charge collectable from the patient for that visit, it will be billed to the credit card on file. **NO CASH WILL BE EXCHANGED.** This requires confirming we have a current credit card on file. It also means we will need signed permission to bill that credit card for that day's charges.
7. Patients will be scheduled at alternating 15-20-minute intervals so neither doctor's patients are forced to spend time close together in the office. For example: If Dr. Levine starts at 9:00 a.m. then Dr Reznick would start at 9:15 a.m. or 9:20 a.m.
8. Same day emergent visits will be scheduled during the afternoon sessions.
9. Patients with potential acute COVID-19 type illness, or with new exposures, **WILL NOT BE BROUGHT INTO THE OFFICE!**
10. Patients will be required to wear a mask or face covering in the building. Upon arrival at the front office door, please call **561.368.0191** and wait for our staff to come to the door and escort you in. Questions about current health status, your potential exposure to infection and your social activities will be reviewed. Your temperature and pulse will be taken. Staff will be required to wear an approved medical face mask, face shield and gloves at all times. If the patient passes scrutiny, they will be brought directly to the doctor's examination room. The patient's chief medical concern/condition and vital signs will be taken, and the doctor will then enter the room when notified by the medical assistant.
11. Water, Juice and packaged snacks will be available upon request **after** your visit. The food and beverage display in the patient lounge will not be available.
12. The physician will wear scrubs, a lab coat, a medical N95 mask, a face shield and gloves.
13. All phlebotomy work and EKGs will be done in the exam room.
14. There will be no separate "fasting" blood work appointments until further notice. All labs will be drawn at the time of a visit. This will include no lab drawings independently for other providers, separate and distinct from, at the time of a designated visit.
15. The post visit consultation and instructions will be conducted in the exam rooms.
16. At the conclusion of the visit, the patient will be escorted out of the office and the door will be closed and locked. Future appointments will be made by phone. Tests to be ordered elsewhere will be made by phone and computer. **THERE WILL BE NO CONGREGATING AT THE FRONT DESK.**
17. Prospective new patients asking for a complimentary meet and greet session will be offered a virtual telehealth visit until further notice.

Please phone the practice if you have any questions. Thank you for your understanding and cooperation.