

## **URGENT MESSAGE FROM DELO MEDICAL ASSOCIATES - September 1, 2020**

To all our valued patients: It is important to note the many changes we have made considering COVID-19. Our priority is to make sure that all patients and staff stay healthy until the pandemic has resolved. We will not be seeing ANYONE in the office that is sick, has new onset of cold symptoms, has traveled via airplane or from hotspots, or has known contact with another individual testing positive for COVID. These visits will strictly be done by video using Google DUO video services. If you have new onset of fever, cough, shortness of breath, chills, congestion, etc. do not come to our office. We will be seeing patients by appointment only after you have been screened for safety. We WILL NOT be seeing walk-ins. We are allowing a limited number of patients to sit in our waiting areas. If you have an appointment and our waiting area is at capacity, you may be asked to remain in your vehicle until there is an opening in the seating area. You MUST have a mask on, or you will not be permitted in the building. We will take your temperature upon entry. If you have a temperature of 100+ you will not be seen. If you have a temperature of 100.3+ you will be sent for COVID-19 testing at one of the local testing sites. Our goal is to get you in and out of our office as quickly as we can to avoid or limit contact with others. Therefore, at some point BEFORE your appointment, a medical assistant will call you to prepare your chart in advance for our providers. It is VERY IMPORTANT that you be honest with us regarding the questions you will be asked as we have high-risk patients and staff that we want to do our best to keep safe. It is a change that we are all trying to get used to. We will continuously monitor the COVID-19 situation in our area and may need to make changes without notice. We ask that you continue to wear your mask when in public places, practice social distancing, and wash your hands frequently to help prevent the spread of this disease. Thank you and stay healthy.