

## Reopening the Practice for Patient Care

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

1. Our staff is returning to the practice full-time on Monday, June 1<sup>st</sup>.
2. Our front door will remain locked throughout the day as will the door between the patient lounge and practice office/clinical area. 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 or caregivers will not be permitted unless they are willing to undergo the same questioning and scrutiny the patients receive. The doctor will decide if they are to be permitted. They will remain with their patient at all time and may use the building's hall bathroom if necessary.
5. When scheduling office visits, patients will be screened to establish risk and proper protocols. **Please be patient with our staff as they ask these questions which are in your best interest and that of the practice staff.**
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. Patient's with potential acute COVID-19 type illness, or with new exposures, **WILL NOT BE BROUGHT INTO THE OFFICE!**
10. Patients will be required to be wearing a mask or face covering in the building. Upon arrival at the front office door they will call 561.368.0191 and wait for staff to come outside and get them. They will be requisitioned, and their 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. The physician should have a paper copy of the patient face sheet, medication list and last visit plus scratch paper for notes.
11. Food and Beverages Will Not Be Available on Display in the Waiting Area. A small sign will be placed out there reading something like, "Water, Coffee, Juice and packaged snacks are available on request." Patients can be handed these on their way out of the office after being seen. All coffee makers can be in the business area and we can provide a cup to patients if they request it.
12. The physician will wear scrubs, a lab coat, a medical N95 mask, a face shield and gloves.
13. All phlebotomy work, 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 would need to undergo a screening procedure identical to any patient coming into the office. Virtual Telehealth visits can be offered. The protocols outlined above will apply to potential patients. No visitors will be allowed to accompany them.

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