

## Suburban Endocrinology | Protective Initiative | June 2020

On 1<sup>st</sup> June 2020 Suburban Endocrinology will start having limited hours for offering the option of in-person office visits & procedures for patients under the age of 60 who cannot be evaluated using telemedicine. (For the safety of patients 60 or over Suburban Endocrinology will continue to serve you via virtual or telephone visits.) All in-person visits are by appointments only. We do NOT accept walk-in.

Suburban Endocrinology will continue to see patients primarily through virtual or telephone visits and we encourage you to protect yourselves by using our telemedicine services.

For all in-person office visit, biopsy and ultrasound appointment we ask that you wear a mask to our office and keep the MASK ON at ALL TIMES while in the office including the time when you are alone in the examination room waiting for the health care provider. Your mask must FULLY COVER your MOUTH and NOSE at ALL TIMES while in the office.

You must NOT remove or pull down your mask when you talk. We can hear you through your mask.

It may be uncomfortable to cough or sneeze with the mask on but it is even more important that your mask fully cover your nose and mouth when you cough or sneeze.

Our office will NOT be able to provide masks to patients. You will NOT be seen if you are not wearing a mask.

With your mask fully covering your nose and mouth our staff will greet you at the door outside the office when you knock. You will then be screened and your body temperature will be taken and it has to be normal before you will be allowed in the office.

Our staff themselves will also be wearing masks and following all of the above directives regarding masking to protect you.

Please do NOT come to the office if you have any of the following symptoms:

cough,

shortness of breath,

trouble breathing,

fever,

chills,

body shaking,

fatigue,

body aches,

sorethroat,

phlegm,

congestion,

runny nose,

headache,  
you cannot smell as well as you normally do,  
food tastes different to you now compared with before,  
loose or runny stools,  
decreased appetite,  
nausea/feeling sick to your stomach,  
vomiting,  
abdominal pain,  
hives,  
rash,  
chilblain-like abnormality on your finger,  
blue patches on toes or bluish discoloration of toes.

You will NOT be allowed to enter the office if you have any of the above symptoms or other symptoms that may be associated with respiratory infections and there will be NO exception.

Unless you need assistance, we ask families and friends to please wait in the car. Only patients will be allowed in the office.

Obviously if you have been tested positive for COVID-19 or have been in contact with COVID-19 patients you need to stay home and remain in quarantine and Suburban Endocrinology will provide service for you via virtual or telephone visits.

If you have been diagnosed with or treated for or have/had symptoms of or think that you may/might have other respiratory infections within the past 4 weeks such as flu, cold, sinusitis, bronchitis, pneumonia, "under the weather", etc; or think that you may/might have "allergies", "smoker's cough" etc, you will also NOT be allowed in the office and again Suburban Endocrinology will be happy to offer you virtual or telephone visits.

Please email any question that you may have regarding above protective initiative to [answerquest6@gmail.com](mailto:answerquest6@gmail.com).

We apologize for any inconvenience but these measures are to ensure safety for our patients and staff alike, which is always the first priority of Suburban Endocrinology. We appreciate your cooperation and thank you for your patience in accommodating these precautions.