A lot has changed regarding COVID-19 since my last message to you, and I’m sure you’ve already been inundated with emails from dozens of companies explaining what they are doing in the face of this newly declared pandemic. Before updating you on what we are doing differently at our office, I want you all to remember something. None of us alive today has had to contend with such a medical situation that has infiltrated so much of our daily lives. Understandably, we are all trying to navigate our way through our daily routines with uncertainly and anxiety. However, at some point, our lives will return to normal, hopefully in the near future. Remember that in the past, people have always been very resilient, rising up to meet all the challenges that have come before them, and they have emerged stronger than ever.

Being a small office, we have the benefit of seeing a much smaller number of patients, including potentially sick patients, compared to large medical facilities that have large waiting rooms filled with dozens of patients.  To help decrease everyone’s risk of exposure to respiratory diseases including COVID-19, we will start instituting a number of practices, similar to guidelines put out by the World Health Organization.

* For patients that are sick with cough and fever, we ask that you do not come in to the office for an appointment, and to instead call our office for advice.  Patients that have a cough and a fever of at least 100.8 degrees, and have either traveled to an area with outbreaks or potentially been in contact with someone with COVID-19, should call the Emergency Room to find out how to get tested, as we are not equipped to test in our office. Scripps ER phone number I 858-626-4123.
* We will check the temperature of all patients coming in for appointments and bring in anyone from the waiting room immediately if they have a temperature of 100.8 degrees.
* We will be wiping down our doorhandles and countertops several times a day, and the nightly cleaning crew has already instituted enhanced cleaning methods every night.
* We will be removing all magazines from the waiting areas.
* We ask that all friends and family members that accompany any patient to their appointments wait in the downstairs lobby if they are not needed for providing or remembering information pertinent to the visit.
* If any patient is ultimately diagnosed with COVID-19 and has been in our office, we will have any of our staff (including medical providers) self-quarantine at home for the recommended 14 days.  While closing the office like this is a last resort, the safety of our patients is most paramount.
* Patients that are scheduled for routine office visits should still come in for their appointments.  It is important to address all your usual health issues and perform preventative exams during this time so that you stay healthy.
* When you do come in for appointments, you should know that the Ximed valet is currently NOT in operation until further notice.

Finally, we are setting up the ability to perform “virtual office visits” in the near future.  This is a video interface that will allow you to have an office visit here without having to come into the office.  We cannot use Facetime or Skype as they are not HIPPA compliant, so we need to set up a system that will protect your privacy.  Therefore, it will be a few weeks before we can get get this off the ground, and I will send out another email when this does becomes available.

Please contact us if you have any additional questions.