

LVDA COVID-19 Office Policy

Lackawanna Valley Dermatology Associates, Limited (LVDA) remains vigilant as the impact of coronavirus (COVID-19) evolves. On March 18, as cases of COVID-19 began to crop up in our area, LVDA cancelled all non-urgent, elective and cosmetic procedures in order to do our part to flatten the curve and minimize spread of the virus. We continued to see more urgent patients in the office in order to keep those patients from having to go to the ER, urgent care facilities and primary care offices so that those places were not further overwhelmed as they dealt with COVID and other urgent matters. We also started to treat many of our patients with certain skin conditions via telemedicine.

Now, as many restrictions are being lifted and the cases of COVID-19 seem to be decreasing, we are once again starting to see most patients, first prioritizing those patients whose appointments we've cancelled due to COVID or those patients who have recently been flaring or developing concerning areas. We will continue to see some diagnoses via telemedicine in order to minimize the amount of patients in our office at one time. The health and safety of our patients, their families and caregivers, our staff and the community we serve is our highest priority, so **we will operate under the assumption that every person is potentially infected or colonized with COVID-19. We have put strict infection control procedures into place for everyone's safety.** We would like to make you aware of some of the steps we are taking.

- **MASKS ARE REQUIRED:** Due to the updated CDC recommendations, we will strictly enforce that you must wear a mask or face covering while in the office.
- **ONLY PATIENTS ALLOWED, NO VISITORS OR FAMILY MEMBERS UNLESS DEEMED ABSOLUTELY NECESSARY**
- **SCREENING OF PATIENTS AND CLOSE CONTACTS FOR SYMPTOMS OF COVID-19 (e.g., fever, chills, cough, difficulty breathing, severe muscle aches, loss of taste/smell) UPON SCHEDULING AND UPON ENTERING OUR OFFICE:** The patient and anyone accompanying the patient will be screened upon entering the office by our medical triage staff. The triage staff will take each person's temperature and screen for the above listed symptoms. **If you or any person accompanying you display signs of any of these criteria, your appointment will be canceled, and you should immediately contact your physician for further instruction.**
- **ALL LVDA PROVIDERS AND EMPLOYEES WILL ALSO BE SCREENED EVERY DAY AND TEMPERATURES TAKEN:** We have also instructed our staff that if they develop any of the above symptoms to not report to work.
- **DECREASED VOLUME OF PATIENTS IN OUR OFFICE AND WAITING ROOM AT ONE TIME:** Although we have decreased the number of patients scheduled in our office at one time, please still maintain a distance of 6 feet between yourself and others when possible.
- **IF WE CANNOT IMMEDIATELY PUT YOU INTO AN EXAM ROOM, WE WILL GIVE YOU THE OPTION TO WAIT OUTSIDE OR IN YOUR CAR AND WE WILL CALL YOU WHEN AN EXAM ROOM IS AVAILABLE FOR YOU:** If you choose to stay in the waiting room, please take a seat in one of the designated seating areas and maintain a distance of 6 feet.
- **IF YOU COUGH OR SNEEZE, DO SO INTO A TISSUE AND DISCARD THE TISSUE OR IF NO TISSUE IS AVAILABLE, USE YOUR ELBOW. DO NOT COUGH OR SNEEZE INTO YOUR HANDS**

- **IF YOU COUGH OR SNEEZE, IMMEDIATELY WASH YOUR HANDS OR USE HAND SANITIZER:**

We will be providing hand sanitizers for staff and patient use for as long as we are able to secure supplies. If not available, wash your hands with soap and water for 20 seconds.

We ask for your understanding and cooperation during this unprecedented time. We will continue to adjust our policies and procedures based on recommendations we receive from our local health jurisdiction, the Center for Disease Control (CDC) and the PA Department of Health (PADOH). For up to date information, please visit the CDC and PADOH websites.

We will all get through this together!

Thank you and stay well,

The Physicians of Lackawanna Valley Dermatology Associates, Limited