

## **CORONAVIRUS PRACTICE UPDATE 05/29/2020**

Please be aware of the following changes Greenhouse Internists has made in our office in response to the Coronavirus (COVID-19) pandemic:

1. All visitors must wear a face mask in the office.
2. To ensure that we are following social distancing guidelines and limiting the number of visitors in the office:
  - All patients must have an appointment to enter the office. Appointments are now required for lab services such as vaccines, allergy shots, and blood pressure checks.
  - Patients will be taken to an exam room as quickly as possible. Only one additional person besides the patient is permitted in the exam room.
  - Requests for appointments, prescriptions, and referrals must be made by calling the office or via the portal. We are no longer allowing walk-in visitors.
  - Please be sure to practice social distancing in the office by staying at least 6 feet away from other visitors.
3. The office is open Monday through Friday 8:30am to 12:30 pm for in-person visits with a provider. Telehealth appointments (phone or video) are available from 2pm-5pm. The office is closed on Saturdays. You can reach a provider after hours by calling the office.
4. To schedule a telehealth visit, please call the office or request an appointment via the patient portal.
5. Visits for respiratory issues (cough, fever, shortness of breath) must be done by video or phone call with a provider.
6. Per new insurance guidelines, your insurance will be billed for all telehealth services (phone, video, portal). There will be no cost to you for co-pays for telehealth services.
7. Patients will be screened for COVID-19 symptoms when requesting an appointment. The office door will remain locked. Patients and visitors will be screened for COVID-19 symptoms at the door and temperature will be taken upon arrival. (We do not have COVID-19 testing in our office).
8. We have increased our efforts to keep our office clean and sanitized. We are disinfecting exam rooms thoroughly between every patient visit. All surfaces, chairs, handles etc. are disinfected frequently throughout the day.

Thank you and stay safe!

Greenhouse Internists

***For ongoing updates, please visit our website, [www.greenhouseinternists.com](http://www.greenhouseinternists.com)***