



## **Coronavirus Update:**

Updated May 10, 2020

Skin Wellness Physicians has been firmly committed to maintaining accessibility for patients' dermatologic needs during the coronavirus pandemic, while at the same time participating in best practices for our community based on scientific data combined with city, county, state, and federal guidelines.

For your safety and the safety of our staff, we kindly request that you reschedule your appointment if you have traveled outside of Southwest Florida within the last 14 days or exhibit any Covid-19 symptoms (fever, cough, shortness of breath, chills, body aches, sore throat, diarrhea, or new loss of taste or smell) or if you have had contact with a person eliciting these symptoms within the last 2 weeks.

### **Summary of Our Updated Office Policy**

Skin Wellness Physicians has temporarily updated our office policy with the highest concern toward ensuring staff and patient safety.

- All staff involved with patient encounters will be wearing a mask.
- **We are requiring all patients to wear a mask while in the office (see below for more details).**
- All surfaces throughout the office involved with patient care will be sanitized after each patient counter, including, but not limited to iPads, pens, countertops, exam chairs, and door handles.

- Patients will be given the option to wait in their cars after they have checked in at our front desk for **Social Distancing** purposes (see below for more details).
- All patients may opt for a **Telemedicine** appointment for qualifying concerns (see below for more details).
- All patients will be screened for COVID exposure related risk factors prior to their appointment.
- We will be limiting the number of providers in a given clinical office in order to decrease the total patient volume in a given clinical facility so that proper social distancing measures can be maintained between staff and patients.
- We continue to offer curbside pick-up for retail products.

## Updated Hours of Operation

Our office hours have increased to our normal hours of operation, 8am to 5pm, but there still may be some limitations for appointment availability due to the aforementioned office social distancing policies.

## Telemedicine

Telemedicine is an excellent opportunity for provider and patient to connect regarding their dermatology concerns while maintaining social distancing. During this pandemic, insurance providers are covering telemedicine visits and we have expanded their use in our practice. Please understand that there may be some limitations when evaluating “spots” of concern and that a biopsy will require an office visit. If the subsequent biopsy visit is limited to the pre-evaluated lesion, there will be no additional copay. Per insurance requirements, copays would apply in the setting that additional concerns are raised during the office visit. In general, most concerns can be evaluated with telemedicine with some limitations.

### Ideal Uses for Telemedicine:

- Acne
- Rashes
- Surgical wound checks
- Laceration evaluation
- All medical follow-ups

#### Less Ideal Uses, but possible:

- Small spot checks
- Cosmetic consults
- Spots that have been monitored over time

## Face Covering Requirements

Effective May 4, all patients and staff involved with patient interactions must wear a face covering that covers their mouth and nose at all times while in the office. This requirement does not apply to children under the age of 2 or to individuals who are unable to wear a face covering due to a medical condition.

The use of a face covering should not be seen as a substitute for social distancing. Please continue to observe rules regarding appropriate distancing while in the office. Thank you for your understanding and cooperation.

## Social Distancing

Skin Wellness Physicians is following CDC recommendations to minimize risk to our patients and staff. We respectfully ask our patients to use social distancing guidelines while in our offices by allowing at least 6 feet of space between each person. We understand that given the nature and requirements of the medical visit, this will not take place at all times. **Importantly, family members or individuals accompanying patients will be asked to wait in their cars in order to ease the burden on our challenges to provide effective and reassuring social distancing practices.**

Patients wishing to avoid the waiting room can wait in their car and we will text you when your exam room is ready. When you arrive, please just text us with your name and office location. Text us at (239) 347-9816.

## Cosmetic Appointments

Per the governor's Phase 1 plan for re-opening the state, elective procedures are now permitted. Please call the office for scheduling or with questions at 239-732-0044.

## Aesthetician Services

Unfortunately, aesthetic services are not permitted in Phase 1 re-opening per the governor's mandate. We will monitor this situation closely and notify patients when these services become available.

Thank you

We would like to thank our patients for understanding the many inconveniences some of these policies may incur on your patient experience. We are doing our best to participate in this grand social contract we have with our community and our country, while ensuring that patients are able to seek and obtain the care that they require.

We look forward to seeing you soon.