



On behalf of the entire Northside ENT team, we are reaching out to assure our patients that the safety and well-being of our patients and employees remains our highest priority.

We are closely monitoring the coronavirus (COVID-19) situation, including guidance from the Centers for Disease Control (CDC), the World Health Organization (WHO), and local-level authoritative bodies. We have received and are abiding by the following updates:

First, we have reviewed guidance for all our team members detailing how to protect against transmission of the virus, including the continued importance of hand-washing protocols and enhanced cleaning of high-touch areas.

Second, as a safety measure to control patient transmission, we are observing the following recommended guidelines for screening and rescheduling purposes:

1. Patients over age 2 may be asked to reschedule if they:
 - a. have had a fever in the past 48 hours
 - b. have traveled outside the country in the past 14 days
 - c. have had possible contact with any persons who have tested positive for COVID-19
2. Patients under age 2 may be asked to reschedule if they:
 - a. have had a fever in the past 48 hours
 - b. do not meet the criteria listed above in items B or C, a message will be forwarded to your physician's assistant for triage.

Third, in keeping with increased safety measures and infection reduction techniques, we request that patients **NOT** needing a caregiver, have accompanying family members/friends wait in their vehicles to decrease the amount of people in our waiting room. For patients under the age of 18, only **ONE** caregiver accompany the patient into the office; one parent per child. Please refrain from bringing siblings into appointments.

Fourth, under guidance of the United States Surgeon General and local government authorities, we are unfortunately forced to cancel any elective surgical procedures for the time being. Rest assured that we will work closely with our patients to get cases rescheduled in a convenient time frame once we are given permission to do so by said governing authorities as well as facilities where we perform surgical cases.

Finally, we would like to remind our patients of various remote methods to interact with us. All patients have access to their health information and the ability to communicate with their physician through the "FollowMyHealth" patient portal where patients may review their information, results and communicate directly with their physician. If you do not already have an established account, please contact our office for an invite link to be sent to your email (please note, this is the only way to initiate access). In addition, customers can call our office at 317-844- 5656 where our team is happy to address your concerns.

Thank you for allowing us to continue to be an active part of your healthcare team. We will keep you updated through this situation and look forward to continuing to meet your high standards of medical care.

Sincerely,

The physicians of Northside ENT