

COVID-19 UPDATE: Safety, Procedures, TeleHealth Service Changes

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COVID-19 UPDATE: SAFETY, PROCEDURE INFORMATION, TELEHEALTH SERVICE CHANGES

We want to bring you up-to-date on the measures we are taking to keep everyone healthy and safe and at the same time continue to provide care to our patients, new and old.

SAFETY:

We continue to use best practices to maximize a safe environment for people to work and visit. Each office location and the Springfield Ambulatory Surgical Center remain open.

We continue to the need the help of our patients and vendors in slowing the spread of COVID-19. Someone remains at "HIGH RISK" of having COVID-19 infection if in the past 14 days they: have been within six feet of a person who has been diagnosed with the virus, show symptoms of the virus (runny nose, sore throat, cough, fever, difficulty breathing), or have traveled to "hot spot" regions. If someone is at "HIGH RISK" they should inform their PCP as soon as possible and contact us to postpone any in person visits scheduled with us. Patients are "screened" to determine whether they be at high risk prior to the visit as well as upon entry.

OUTPATIENT PROCEDURES AT SPRINGFIELD AMBULATORY SURGICAL CENTER:

We are still open and performing elective "urgent" procedures. We are following guidelines issued by federal, state and local authorities as well as guidance suggested by our professional Gastrointestinal Societies. Each procedure scheduled is being evaluated by your provider and the Surgical Center's medical director. We are reviewing our schedules week by week and will let you know if your procedure will need to be rescheduled. To limit external contacts, we will only allow patients in the waiting room and beyond. The drivers still need to be available for prompt pickup. Very few of our vendors are permitted inside the building either.

TELEHEALTH SERVICES CHANGES:

All major insurance companies, including Medicare, have made a special exception for "Telehealth services" for at least the next couple of months to maximize safety and

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