



## What to expect when visiting Urology Austin

At Urology Austin, we're making every effort to ensure the safety of our patients and staff. In doing so, we have implemented protocols for each patient visit.

Upon check-in (whether in-person or online) patients will be asked the following questions:

1. Have you traveled to a Level 3 country (China, South Korea, Italy, Iran, Japan or many European countries) in the last 14 days?
2. Have you been in direct contact with anyone with a confirmed COVID-19 case?
3. Do you currently have a fever?
4. Do you currently have symptoms of lower respiratory illness such as a cough or shortness of breath?

Any patient who answers "yes" to any of these questions will be asked to leave our office and directed to make an appointment with their primary care provider. The patient will be asked to contact us when they are symptom free to schedule a new appointment - at least 14 days after their initial symptoms. ***If the patient is experiencing a true medical emergency they will be directed to a local ER.***

**ALL patients who come to our office will have their temperatures taken in our lobby.**

Patients who **DO NOT** have a temperature and **DO NOT** have symptoms of a respiratory illness, will be checked in and then asked for their cell phone number. At that point, the patient will be asked to return to their vehicle. They will be contacted by cell phone when their room is available and the provider is ready to see them.

If patients are directed to enter our waiting room in preparation for their appointment, we ask that you do not sit next to other patients. We are minimizing the number of patients allowed in the waiting room, so there should be plenty of room to spread out.

Patients who are checking in at our front counter will be asked to hold up their insurance and credit cards at arms-length for the staff to read. As an alternative, patients may be asked to read their card numbers while staff type in the information - this will be done discretely to protect the patient's privacy,

**Special note:** Our staff are disinfecting all waiting room chairs on a daily basis as well as the check-in desk surfaces. All clipboards, pens, magazines and other communal items - typically shared and used by patients - have been removed.

***Thank you for your understanding and cooperation as we work to keep everyone safe!***