



Health and Safety Policy Notice

June 18, 2020



Urology Austin is posting this important COVID-19 health and safety policy for the protection of all staff and visitors to our offices.

Face covering policy

For the safety of all individuals, Urology Austin is **requiring all employees and visitors**, at each of our facilities, to wear a face covering when visiting our offices. Face masks should be worn when entering our buildings, during the screening process, while waiting on appointments, in patient rooms, and when checking out and leaving the practice.

Social distancing

We are asking everyone in our facilities to practice social distancing protocols by allowing at least six feet between persons at all times.

Hand washing

When visiting our washrooms, please follow proper handwashing protocols by washing hands with soap for a minimum of 20 seconds.

COVID symptoms

If you are displaying any known COVID symptoms including, but not limited to, cough, fever and shortness of breath, or if you have tested positive to COVID or been exposed to someone with COVID, please reschedule your appointment and seek medical attention.

Thank You



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 in-office patient visit.

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

- What is your temperature? *(Patients checking in on-line will enter their current temperature. Patients checking in for an in-office appointment will have their temperature taken by staff).*
- Do you currently have a fever or had a fever in the last 5 days? **Yes or No**
- Do you currently have symptoms of lower respiratory illness such as a cough or shortness of breath? **Yes or No**
If **Yes**, Is your cough or shortness of breath new or worse than normal? **Yes or No**
- In the past 2 weeks, have you traveled internationally or domestically? **Yes or No**
- In the past 2 weeks, have you been in close contact with someone under investigation for, or with a confirmed case of Coronavirus Disease (COVID-19)? **Yes or No**
- Have you (or someone in your household) been diagnosed, tested, or quarantined for COVID-19? **Yes or No**
 - I tested positive I am on quarantine I was tested, but results not back yet
 - Someone in my home tested positive
 - Someone in my home is in quarantine
 - Someone in my home was tested, but results not back yet

Patients who come to the office will have their temperature taken.

- If your temperature is normal, you will be directed to check-in.
- If your temperature is elevated, your appointment will be rescheduled at a later date.

IMPORTANT NOTE: 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.***

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!