

3/26/2020

In the wake of daily developments regarding COVID-19 also known as the Corona Virus, we'd like to update you on our efforts. The ways in which we are implementing added safety and compliancy protocols are as follows:

Our practice is currently open for appointments at the office if deemed emergent or necessary by our physicians and per the Denton County, Texas State, and US Federal guidelines. **We have now also implemented telehealth appointments for applicable follow up care cases using a federally compliant platform.** This option allows us to limit occupants of our building and implement social distancing, which in turn significantly decreases the risk of COVID-19 exposure. Patient inquiries will be reviewed by physicians and medical staff to best determine on a case by case basis whether an in office or telehealth visit is most suitable for the patient's care and needs.

Please keep your appointments. If you need to reschedule, please contact us 24 hours in advance.

IMPORTANT INFORMATION FOR APPOINTMENTS AT OUR OFFICE:

Please cancel your appointment if you have a fever, cough or shortness of breath, have COVID-19, or have knowingly been in close contact with a person known to have COVID-19.

You will be required to sanitize your hands upon arrival to and departure from our office. You will also be asked to wait in your car if you are able to walk easily and have a cell phone with you. If you have trouble walking and/or do not have a cell phone, you may be seated in the waiting room. We will take your temperature as well. We also have masks available as necessary.

We ask that you come to your appointment alone, or that only physically well, low risk, and necessary caregivers accompany you. We are making every effort to adhere to the CDC's request that our building's occupancy be kept to the necessary minimum.

We have increased cleaning, disinfecting, and sanitizing our entire office throughout the day with hospital grade products. All instruments are thoroughly sterilized as always. Your safety and quality of care are of the utmost importance to us.

We do not wear gloves unless necessary for treatment. Gloves are not helpful in limiting the spread of germs unless a person is doing a singular function and changing gloves each time they switch tasks or touch something. This is not practical and can spread germs faster. The absolute most effective way to prevent the spread of germs is by proper handwashing and the use of potent hand sanitizer, of which we use routinely.

We are in the process of obtaining masks for the staff that meet the COVID-19 prevention standards. Unfortunately, they are difficult to obtain, and are primarily limited to healthcare staff who are working directly with COVID-19 patients.

Due to national shortages and an increased need, we are offering medical supplements for patients who are interested in efforts to increase immune health. These products are offered at the regular retail price and have not been price gouged to exploit the COVID-19 pandemic.

Please contact us at 940-300-3054 during regular office hours if you have further questions or concerns regarding our protocols and/or your care. For now, our clinic hours are still Monday through Thursday from 8am to 5pm (closed 12pm to 1pm for lunch), and Fridays from 8am to 1pm. The hours subject to change pending further developments and/or government restrictions.

Thank you in advance for partnering with us for your podiatric health and in the best interest of our community and country in our efforts to diminish the impact of COVID-19.

The Complete Foot and Ankle Care of North Texas Family

Per the Denton County Executive Order AE20-03-24, March 24, 2020
Disaster Declaration and Executive Order Amendment Order Amendment of the Denton County Judge.
Texas Government Code Section 418.108, Denton County Judge Andy Eads
Issued the first Executive Order on March 13, 2020, due to a novel coronavirus now
designated SARS-CoV2 which causes the disease COVID-19, Sections 1f and 2b