



## **Updates on Covid-19 and other sick visits**

We know many of you are concerned about the implications of the COVID-19 virus. After much consideration we have made a decision on how to manage sick visits while we try to comply with public health officials guidelines on how to prevent the spread of the disease.

Currently COVID-19 is a [reportable condition in Virginia](#). Healthcare providers are **legally required** to report all suspected cases (i.e., PUI) and confirmed cases to the local health department **immediately**. The Virginia Health departments current guidelines are to contain the virus by quarantine. The CDC and Virginia Health department recommends that health care providers exposed to patients suspicious of being infected with COVID-19 should wear protective equipment including N95 masks, face shields, gloves and disposable gowns. Patients should also be put in isolation in a negative pressure room. We do not have a negative pressure room (found mostly in hospitals) and with the impending supply shortages we cannot guarantee that we can comply with the recommended protective equipment for all of our sick patients.

Please understand that as commercial testing becomes more available in the upcoming weeks the number of positive cases will go up exponentially not because of a shift in the virus but simply due to the number of people tested. **Any persons in contact with confirmed positive cases of coronavirus are subject to a 14-day quarantine. For our small office this would require closing for 2 weeks per contact with a patient who tests positive for COVID-19.** In light of this information we are conducting all sick visits via Telemedicine. Coronavirus causes an upper respiratory infection and has the same symptoms of any other upper respiratory infection. If you have cold and flu symptoms please call the office and ask to schedule a telemedicine visit. Cold and flu symptoms include fever, chills, sweats, cough, sneezing, shortness of breath, runny nose, body aches, sore throat.

Telemedicine visits require a consent and the items below in order to schedule an appointment. **Please understand that we will not be able to complete the appointment without the requirements below.** All patients will be asked to confirm they have all of the requirements before the appointment is scheduled. Cancellations due to patients not having the requirements will be subject to late cancellation/no show fees. Please see attachments for more information.

- Telemedicine requirements for appointment:
  1. Computer with Webcam or Smartphone with Internet Access.
  2. Registered Healow Patient Portal Account.
  3. Electronic blood pressure cuff to measure blood pressure and pulse.
  4. Electronic scale to measure weight.

5. Thermometer to measure temperature.
6. Measuring tape to measure waist circumference.

Please understand this was a difficult decision and was made after much consideration. We want to provide access to care for as many patients as we can and we hope this will help alleviate the concerns of possible exposure as well as offer access to the appropriate care during this time as we continue to learn and understand more about this virus and ultimately contain the spread.

If you have any questions please call us at 571-384-6304 or contact us via email at [kingstownemed@imgdoctors.com](mailto:kingstownemed@imgdoctors.com).

Thank You,

Kingstowne Internal Medicine