

8/17/20

To All Our Patients and their Families

The safety of your patients and staff is our primary concern.

Given the current situation with the Coronavirus (COVID-19), we want to reassure you of the policies we have in place, that meet or exceed the Massachusetts specific guidelines for COVID-19.

As is standard in our profession, we are disinfecting surfaces after each patient interaction. All our staff wear masks. We have asked our team members to stay home from work if they have signs of respiratory illness or fever, and check the temperature of each staff member each day. We have rearranged our hours and staffing to eliminate congestion. We have managed to remain open, but we do request your help in keeping contagion risk extremely low!

1. Remember that you have the option of virtual visits, that avoid the need of coming into the office at all. Check with our reception staff to see if such a visit is appropriate for your need.
2. If you or a family member have any fever, cough or sore throat don't come to our office! Call us, if you need dermatologic care, and explain your situation to one of our clinical staff. Solutions will vary case by case, but we will find a way to give you the care you need.
3. We will check your temperature on your arrival at the front desk. If you have a fever you will have to reschedule your appointment, details depending on individual circumstances. (This has never happened so far...)
4. When you come to an appointment in our office, wear your mask! Wear the mask at ALL times while in the office, unless requested to remove it to permit examination of the lower part of your face.
5. DON'T bring your family with you! Only those people necessary for your care should come. If you need a driver, the driver should stay in the car if possible. If you feel you need to bring your family for other reasons (e.g. child care needs) please reschedule to a later date.
6. If you have a likely unprotected COVID-19 exposure please postpone your visit for at least 2 weeks after the exposure. As this situation is evolving daily, we will keep you up to date on any office policy changes and procedures—just ask our staff. Please do not hesitate to call us with any questions, including whether you should come in for an appointment.

Pioneer Valley Dermatology