

May 22nd, 2020

As our community begins to reopen and shelter in place orders are lifted, J. Sweat Plastic Surgery has begun taking steps to ensure a safe and secure experience at our practice. For the foreseeable future, we will be practicing patient screening protocols for in-person consultations and will continue to provide virtual consultations for those looking to continue social distancing measures in these uncertain times.

## Arrival to Your Appointment

- Patients should aim to arrive 10 minutes in advance prior to appointment for screening
- One (1) caregiver is allowed with a patient during the day of surgery and up to 2 weeks post-op, or when deemed necessary by our office.
- Once you enter our garage facility, please park, and stay inside your vehicle. Once you have parked, call the office at 916-333-5353. We will verify your appointment time and clear you to visit our screening table in the garage.
- Upon arriving at the screening table, the following steps will be taken before anyone is allowed entry into the practice:
  - All patients and caregivers are required to wear a mask to an in-person appointment. If you do not bring a mask, a cloth mask will be provided to be worn at all times when in the facility unless instructed otherwise.
  - Temperatures will be checked for both the patient and the caregiver if present.
  - A COVID-19 patient consent form will need to be signed by the patient prior to entry into the practice.
  - Questions will be asked about COVID related symptoms, exposures and risk factors.

## Appointment Protocol

- We have implemented staggered appointment times to provide ample cleaning and sterilization of our treatment rooms and to limit traffic inside the facility.
- MA/Staff will greet you as you enter the facility and take you directly to your exam room.

*(Protocols continued on next page)*

## Protocol Policies (Continued)

- Caregivers should accompany the patient but if it becomes necessary to use the lobby the furniture has been positioned to allow for generous social distancing.
- A Patient Care Coordinator or Nurse Practitioner will always accompany our patients during the process to answer any questions.
- Once you have entered your exam room, we will ask that everyone please wash their hands.
- All aspects of the patients encounter including exam, treatment (if applicable), payment and follow up appointments will be made from the comfort of your designated room and you will then be escorted back to your car.

## Day of Surgery

*Day of surgery policies will mirror our appointment protocols, but with some exceptions to the permissions of the caregiver you choose.*

- Only one (1) caregiver will be allowed into our facility on the day of surgery to accompany our patient having the surgery.
- The caregiver will be asked to remain on the premises. Caregivers should please plan to not leave the facility once screened and remain in our office for the duration of the patient surgery and recovery time.
- Complimentary WI-FI will be available in our comfortable lobby.

We understand that these protocols may be an inconvenience for some, but by taking these steps, we strive to keep our patients, staff, and community safe. If you have any questions about these guidelines, please contact our office at 916-333-5353.