

Robert B. Belafsky, MD, FACS
Howard J. Bresalier, DO, FOCOO
Harry Cantrell, MD, FACS
Roy D. Carlson, MD
Anthony Cultrara, MD
Kartik V. Dandu, MD
Mark E. Friedel, MD
Stephen P. Gadowski, MD, FACS
Ashmit Gupta, MD
Patrick J. Hall, MD, FACS
Brendan M. O'Brien, MD



Jillian Rooney, PA-C
P. Todd Rowan, MD, FACS
Heather Rozencawig, APN
Saurin P. Sanghvi, MD
Edward D. Scheiner, DO, FOCOO
David N. Schwartz, MD, FACS
Rasesh P. Shah, MD, FACS
Samir Shah, MD, FACS
Shashank Sheth, MD
Ryan D. Walker, MD

To our patients and friends:

Advanced ENT wanted to provide an update on the current plan to start seeing patients in our offices again.

As a practice, our physicians and providers have mainly been seeing patients through video visits or over the phone, with a few exceptions for urgent problems. It has been an interesting experience, to say the least!

While we can learn a lot from a video visit, nothing replaces the ability to actually look in the ears, nose, and throat to confirm the diagnosis. ENT is a particularly difficult specialty for telemedicine since so much of it involves looking into small dark spaces.

We are planning to start seeing more patients in our office over the coming weeks, with the following heightened safety measures in place:

- 1) All patients **MUST** bring and wear a mask or face covering during their entire time at our office. Cloth or other home-made masks are acceptable. We have a very limited supply and cannot provide masks. Any patient who arrives without a mask will be turned away and rescheduled to a later appointment. We are not able to offer testing for COVID-19 in our offices.
- 2) All physicians and staff will wear masks and other personal protective equipment during all patient encounters. Please be advised this is for everyone's safety and not an indication of a member having active infection with coronavirus.
- 3) We will be minimizing the number of patients that will stay in our waiting room. You may be asked to wait in your car until an exam room becomes available.
- 4) We will be limiting the number of patients we see per hour to try to make your day as smooth and efficient as possible. Please plan on maintaining appropriate social-distancing measures while in our office.
- 5) We ask kindly that all patients, both **NEW** and **RETURN** (if over a year since your last visit) complete their intake paperwork ahead of time through the online portal or print at home. If this is not possible, you must arrive at least 30 minutes before the appointment time and we may ask you to fill out paperwork in your car.
- 6) Only the patient is allowed in the office. For children and adult patients who require a caretaker or have special needs, one adult may accompany the patient. Please refrain from bringing additional well-children/siblings to your visit if possible.
- 7) We are performing diligent hand and room cleaning and using extensive precautions based on best-practice guidelines from the CDC and our ENT Academy.

- 8) All patients will be screened prior to appointment for fever, cough, shortness of breath, cold/flu symptoms, red eyes, loss of smell/taste, and body aches. We may need to postpone your visit until symptoms have resolved. If you should experience a sudden change in symptoms or concern for Coronavirus please inform our office at least 24 hours prior to your visit to determine need to reschedule.
- 9) Telemedicine appointments will still be available for higher risk patients and for routine follow up issues (like test results, prescription refills, etc).

Prior to your appointment in our office, please consider carefully the need for an in-person visit vs. the alternative of a virtual visit (telemedicine appointment)

- CDC guidance suggests increase risk for COVID-19 illness severity in older patients (>60-65 years) and patients with other medical conditions including:

High blood pressure, Diabetes, Heart disease, Chronic lung disease (asthma, COPD, bronchitis, etc), Cancer (any type except for skin cancer), Chronic kidney disease, Chronic liver disease, and Immune system problems

- Do you have any of these medical problems?

Some guidance from our office:

-Low risk patients can come into the office as usual (with heightened safety precautions as described above)

-Medium risk patients can come into the office at their discretion.

-High risk patients are advised to consider coming to the office only for truly urgent problems, especially those >80 years old. Most high risk patients should have a virtual telemedicine visit to determine their need for in-office examination. Face-to-face visits are ideal but may not be possible for all of our patients.

We will offer telemedicine visits for ALL patients, regardless of risk, if preferred by the patient which will help determine the need to come to our office.

Thank you so much for your attention and allowing us the privilege to help with your ENT care in these difficult times!

-The Advanced ENT Family