

03-16-20

Dear CareMount Patient,

There is no higher priority for us than the safety of our patients and employees. We want you to feel confident when visiting our office, so we have changed some of the scheduling procedures, based on recommendations from the NYC Department of Health and Mental Hygiene, New York State Department of Health and the Centers for Disease Control and Prevention, for your health and safety.

Effective Tuesday, March 17th CareMount is changing how patients are scheduled. We are separately accommodating our sick and well patients.

Primary Care Visit Scheduling (IM/FM/OB/GYN/Pediatrics)

Your primary care provider will be dividing his/her morning and afternoon schedule to accommodate sick patients (fever, chills, cough, sore throat, sneezing or shortness of breath) and well patients (the absence of these symptoms) as follows:

Morning

Patients who do not have chills, cough, sore throat or shortness of breath and who have the following types of visits, will be scheduled prior to 1:00 pm including:

- Physicals
- Annual Wellness Visits
- Consultations
- Routine Follow Up Visits
- Patients (over age 65 and/or those with co-existing medical conditions)

Afternoon

Sick patients (fever, chills, cough, sore throat, sneezing or shortness of breath) will be scheduled after 1:00 pm. If you have fever, cough, sore throat or trouble breathing, and you have your own mask, please put it on before entering our facility.

NOTE: For patients with symptoms consistent with COVID, your provider may come outside the building to evaluate you whenever possible.

Urgent Care

Effective Tuesday, March 17th, we will be temporarily closing our Kingston and Thornwood Urgent Care locations to consolidate resources and better meet our patients' needs.

Effective Monday, March 23rd

Radiology

All screening mammography exams and bone density studies will be temporarily suspended as of Monday, March 23rd.

Surgical and GI Procedures

All elective procedures will be temporarily suspended as of Monday, March 23rd.

Pediatric Walk-In Hours:

In order to minimize the chance of exposure in our Pediatrics Departments, we are temporarily suspending Pediatric Walk-In Hours in our various Pediatric locations.

We all have a role to play in the containment of the disease.

Please heed the following recommendations and urge others to do the same:

- Avoid any contact with individuals exhibiting symptoms such as coughing, fever, or shortness of breath
- Wash your hands thoroughly and often and avoid touching your face
- Practice social distancing and keep a reasonable distance from others:
- STAND - 6 feet away from the front desk.
- SIT - 6 feet from other patients in the waiting room when possible.
- PATIENTS who are instructed to wear a mask and refuse will be asked to leave the building.
- GUESTS OF PATIENTS will be asked screening questions for Coronavirus. Guests who are positive for risk factors of virus will be asked to wait outside the building.

For more information visit [cdc.gov/coronavirus/2019-ncov/](https://www.cdc.gov/coronavirus/2019-ncov/)

CareMount is here for all of our patients, and together we will navigate these unprecedented challenges.