



## **CWCC COVID-19 Policy UPDATED 3-17-2020**

### **Accompanying companion restrictions**

While we normally welcome family and companions to attend your appointment with you, in this time of heightened awareness of COVID-19 exposure, **we will not be allowing anyone other than the patient into our office.** This includes spouses and children. We understand how difficult this may be, but your health and the safety of you and your family is our utmost concern. **If you arrive with family members (including babies and children), we will ask you to reschedule or will have family members wait in the car or outside the building.**

### **Concerned about coming in for an elective appointment**

We understand you may be concerned about your exposure to COVID-19 when visiting our office. We will perform a screening on all individuals as they enter the office. All patients with fever or respiratory symptoms will be asked to wear a mask upon arrival to prevent the spread of infection. Patients that may have any signs of COVID-19 infection or exposure will be moved immediately out of the lobby and directed to the emergency room for testing.

**\*\*If you are scheduled for a non-urgent visit such as a well-woman exam, we ask that you please consider rescheduling for a later date. If you are scheduled for a visit that does not require a physical exam, such as a consultation or results visit, please consider changing your appointment to a telemedicine visit. To change or reschedule your visit, call us at (713) 791-9100 or email [appointments@cwccHouston.com](mailto:appointments@cwccHouston.com).**

### **Making an appointment for COVID testing**

We understand the concern that you and many of our patients have about the possibility of contracting COVID-19, however **we currently do not have COVID-19 testing available in our office.** If you have mild to moderate respiratory symptoms we ask that you stay home and self-quarantine instead to avoid the spread of infection to others. Most people recover from this illness without the need for medical care. If your symptoms get worse to the point that you are having difficulty breathing please go to the nearest emergency room for care and treatment.



### **Experiencing severe respiratory symptoms**

If you are experiencing shortness of breath, difficulty breathing or other severe symptoms please go to the nearest Emergency Room for care and treatment.

### **Patient hand hygiene / hand washing**

Washing hands with soap and water or using an alcohol based hand sanitizer is essential to helping stop the spread of infection, including COVID-19. Just as our providers are constantly ensuring that we perform hand hygiene before and after every patient we see, we ask that you help us by ensuring that you also perform proper hand cleaning before and after your visit to our office. Please ask us how and where to clean your hands before and after your visit. We will be requiring that all patients either wash their hands thoroughly with soap and water or use alcohol-based hand sanitizer before and after each visit.

### **Masks for patients**

If you are sick with cold or flu-like symptoms we will require that you wear a simple face mask to help us prevent the spread of germs in our practice. This simple act along with hand washing will greatly help us protect you and others from infection.

If you are not willing to wear a mask and/or clean your hands, you will be asked to leave the office. Please understand, this is for everyone's safety in this practice and allows us to maintain an infection free place for all patients and staff to receive the care they need.

### **Additional Resources**

If you want additional information about COVID-19, the Centers for Disease Control and Prevention (CDC) updates their website regularly with the latest information. Their website: <https://www.cdc.gov/>