

COVID-19 Policy for Patients

The Physicians, Providers and Staff of AFC Urgent Care are committed to excellence in care for our patients. We are also dedicated to keeping your family, and ours, safe. While we believe that the immediate risk of being exposed to the virus that causes COVID-19 is thought to be low, the CDC indicates that more cases are likely to be identified in the US in coming days, including more instances of community spread. The health and safety of you and your family are very important which necessitates that our practice adopt certain policies, effective immediately, intended to limit the risk exposure for everyone.

If you have or are starting to have a **fever, cough, shortness of breath, muscle aches and/or fatigue** AND you have traveled outside of your area of residence, please call our office from your car (**PLEASE DO NOT ENTER THE OFFICE**) to inform us of your symptoms and/or to ask for guidance. We are dedicated to keeping everyone's risk as low as possible during seasons of illness by reducing opportunities for transmission of germs, and this is especially true during this season. Because COVID-19 and the flu are both spread by sneezing and coughing tiny drops of our spit or saliva called "respiratory droplets" into the air and onto surfaces, **it is extremely important for us to stay away from other people (including family members), cover our coughs and sneezes, wear a face mask when possible, and continue to wash our hands with soap and water frequently.**

Once you notify us from your car that you have arrived, our nurses will then call you back and assess the risk for Coronavirus. If we determine that the risk is low, we will meet you at the door, give you a mask and direct you to a room or inform you to check in as normal.

If we determine that the risk of the virus is likely, we will direct you on how and where to go to have testing done while **IN YOUR CAR**. The results of these tests do take approximately five days to return. We may also test you for other common viruses, such as the flu, to allow us to more accurately diagnose your symptoms.

After each visit, we disinfect our exam rooms and our staff is well versed on proper hygiene protocol.

Please know your care is our utmost priority and we will continue to strive to provide the best care possible. We will also provide you with the latest information we have and adjust as necessary for your and our protection. Thank you for allowing us to be part of your family.