

# EMERGENCY RESPONSE PLAN



The health and safety of our patients and staff is our most important priority. As we face this unprecedented situation as a community, we want to let you know that we are doing everything possible to protect you and limit the spread of the virus.

## **The following temporary changes to the way our offices will work will go in to effect immediately:**

- All **follow ups** will **ONLY** be **conducted via video visit** (telemedicine) or rescheduled as per your preference. This will require you to have an email address and the Healow App installed on your smartphone, tablet, or computer. You will be charged a flat rate of \$50.00 per televisit plus a \$3.00 service fee which will be collected prior to your visit. If you need assistance please give us a call at 281-578-7438. This will allow you to consult with our doctors from the safety and comfort of your home.
- Patients who are scheduled for **infusions, injections, and needing controlled prescriptions refilled should still plan to come in** to the office for their appointments. By limiting visits to just these patients and their caregiver, we can minimize the risk of any infections to these patients.
- Our office staff will ensure there is sufficient distance between other patients and staff while in the office, as well as conduct deep cleaning in between every treatment.
- If you have **recently traveled outside of the U.S., or have a fever, flu symptoms, and/or a cough** we respectfully ask that you not visit our Office and ask that you please call to reschedule
- Please visit our website for updates and office hours.