

**COVID-19 UPDATE: All SpineCare Long Island locations are open to serve our patients and communities.** We feel confident in our ability to continue seeing patients and providing you the best care that you have come to expect and deserve.

The health and well-being of our patients and communities remain our top priority. We are dedicated to providing a safe space for you to receive the best care and will continue to monitor this developing situation closely and comply with recommendations and instructions from our local and state health departments.

If you or a household member have a COVID test pending you should alert our staff prior to your appointment. If you or a household member have tested positive for COVID in the past 14 days, please let our staff know. Here is the list of CDC symptoms that can indicate COVID-19: Dry cough, chills, sore throat, fever of 101 or above, headache, muscle pain or loss of smell. If you think that you or a household member have a sufficient number of these symptoms or any to a very significant degree, then you should request a telehealth appointment. You may call our office prior to scheduling if you require guidance. All decisions about your appointment will be made by you and your SpineCare Long Island doctor.

As we continue to monitor the impact of the novel coronavirus (COVID-19), we know many of you have questions. Our most commonly asked questions about appointments and care during this time are answered below.

If we haven't covered your particular question on this page, you're welcome to contact us directly for additional assistance.

### **How has SpineCare Long Island prepared for COVID-19?**

We have and will continue to monitor new information about COVID-19. We are adapting our care practices to reflect the latest recommendations from the Centers for Disease Control ("CDC"), Department of Health ("DOH"), and other overseeing regulatory bodies.

### **Have additional safety measures have been implemented?**

We've implemented a COVID-19 specific protocol. All patients are screened at the time of appointment confirmation, and this information is shared with your doctor. Patients are asked to wear a mask in the office and to wait in their cars after checking in with our front desk. Patients are called when they can return to the office and are escorted directly to an exam room. Exam rooms are surface cleaned and sanitized between appointments. Our doctors and staff wear PPE.

### **How are you ensuring the safety of your more vulnerable patients?**

We are taking every precaution to particularly ensure the safety of our more vulnerable patients. Our doctors take into account each patient's specific circumstances when preparing for the patient's appointment.

### **Does SpineCare Long Island Test for COVID-19?**

SpineCare Long Island cannot perform testing for coronavirus on-site. If you have an appointment scheduled and you or a household member have a COVID-19 test pending, we require that you inform our staff prior to your appointment.

### **What are the guidelines for office visits?**

To help you prepare for your appointment, please keep the following in mind:

- Patients should immediately inform the staff if there have been any changes since you were screened at the time of appointment confirmation.
- We ask that patients return to their cars to wait for their appointment after checking in at the front desk. Patients will be called on their cell phone when we are ready to bring them to an exam room.
- We ask that patients not bring anyone else with them to their visit unless the patient requires assistance. If assistance is required, one adult may accompany the patient.

### **Am I able to make changes to my appointment?**

We do our best to accommodate any patient's request to defer their appointments to a later date or to schedule a telehealth visit instead of an in-office visit. These decisions will be made in conjunction with your doctor.

### **What if I am unable to keep my appointment?**

If you are unable to keep your appointment, please call the office at 833-SPINE-33 (833-774-6333) and your doctor will be notified.

### **Are you still offering virtual visits?**

Yes, SpineCare Long Island will still be offering telehealth visits for those patients who do not feel comfortable in the clinical setting or for patients whose doctor feels it is best that they not come to the office. Each patient's specific circumstances are taken into account when determining whether an in-office or telehealth visit is best. For telehealth visits, SpineCare doctors will be able to discuss your individual case, including symptoms and imaging in order to determine the most appropriate treatment plan, including recommending an in-office visit when necessary.

### **Please be aware of guidance from the CDC on staying healthy:**

- Wash your hands thoroughly and use alcohol-based hand sanitizers.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Stay home when you're sick and encourage family to do the same.
- Avoid close contact with people who are sick.
- Cover coughs and sneezes with a tissue, throw the tissue in the trash and immediately wash your hands. No tissue? Cough or sneeze into your elbow, not your hands.
- Clean and disinfect frequently touched objects and surfaces.