

ENT Head & Neck Specialists, PC

Coronavirus/COVID-19

Frequently Asked Questions and Information About Coronavirus

Is it Okay to Keep My Appointment?

YES! Our team is taking extra precautions to protect those in our waiting room and clinic area. If you have an appointment and no fever, then it is safe to keep your appointment.

Are Telemedicine/Virtual Visits Available?

YES! During this time, we are making Virtual Visits available for existing and new patients.

What Procedures are in Place to Protect Patients and Staff?

Social Distancing:

- In our waiting room, we have changed and limited our seating to reduce crowding
- Please feel free to provide the office with a mobile phone number so that you can wait outside or in your car until you can be brought directly into an exam room.
- We ask that only the patient present for any appointment and only one parent if accompanying a child.

Masks: All patients are required to wear a mask upon entering our building. All of our staff will in turn also be wearing appropriate facial coverings.

Cleaning: Our team has taken additional cleaning measures in the lobby, exam and waiting areas. All toys and magazines have been removed.

Screening: Additional screening questions will be asked when making an appointment about travel and symptoms. All patients will have their temperature taken by a no-touch thermometer upon arrival to the office. Anyone with an elevated temperature, respiratory symptoms, have a fever or are sick will need to reschedule. We can offer you a telemedicine appointment with one of our physicians if appropriate.

New Patient Paperwork: All new patients can complete online paperwork, thus minimizing time spent in the office.

What is ENT's Fever Policy?

During this time, if you or anyone in your household have a fever or have had a fever, body aches, or chills within the last 14 days, we will ask that you reschedule your appointment. If you have an appointment, please call to reschedule. If you have a fever with a cough or body aches, please call your primary care physician or an urgent care center for further instructions. Your health is our top priority.

If you have any questions or concerns, please call our office.

How Is Coronavirus (COVID-19) Spread?

It is spread through coughing and sneezing, as well as close personal contact.

What About Symptoms?

- Symptoms appear 2-14 days after coming in contact with the virus.
- According to the Centers for Disease Control (CDC), COVID-19 symptoms can include:
 - Fever
 - Cough
 - Shortness of breath
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea

What if I Think I Am Sick?

Call your primary care provider or the local health department if you develop symptoms and you have been in close contact with a person known to have COVID-19, or you have recently traveled from an area with ongoing spread of COVID-19. Please know that not all patients with COVID-19 require hospital admission. Those without respiratory complications can self-isolate, but should seek medical attention if their illness worsens. Patients who are at risk for complications should be admitted to the hospital under appropriate isolation precautions.

Who is At Risk?

According to the World Health Organization (WHO), the highest risk groups include:

- People caring for someone who is ill with Coronavirus
- People over age 60
- People with chronic medical conditions such as High Blood Pressure
- People with:
 - Heart disease
 - Diabetes
 - COPD
 - Asthma

How Can You Avoid Getting COVID-19 and Other Respiratory Infections?

- Wash your hands often with soap and warm water for 20 to 30 seconds
- If you don't have access to running water, use an alcohol-based hand cleanser that is at least 60% alcohol.
- Don't touch your eyes, nose or mouth.
- Stay away from people who are sick. Don't share makeup, food, dishes, or eating utensils.
- Social distancing and always wear a mask.

The Differences Between Coronavirus, Flu and Allergies:

CORONAVIRUS

Main Symptoms

- Fever
- Cough
- Shortness of Breath
- Fatigue
- Muscle or body aches
- Headache
- New loss of Sense or smell
- Sore throat
- Congestion or Runny nose
- Nausea or vomiting
- Diarrhea

FLU

Main Symptoms

- Fever
- Headaches
- Body Aches
- Fatigue and Exhaustion

ALLERGIES

Main Symptoms

- Sinus Congestion
- Runny Nose
- Post Nasal Drip
- Sneezing
- Coughing
- Itchy or Watery Eyes

We are committed to protecting the health of all patients. Thank you for your cooperation.