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**Our Commitment to Patient and Community Safety During COVID-19**

Washington University School of Medicine at Covenant Place is committed to providing a safe and supportive environment to care for our Geriatric Primary Care Patients in. As we resume our services, we promise to put your health and safety first with the following precautionary measures:

* Screening patients, staff, and providers daily for symptoms of COVID-19
* Cleaning our waiting rooms more frequently with the approved EPA products
* Exam rooms and equipment are cleaned and disinfected thoroughly after each patient visit. Documentation of this cleaning is available on each exam room door.
* Your provider will be wearing protective eyewear and a mask.
* Reformatting our waiting area to enable social distancing
* Restricting how many people can be in our waiting rooms to allow for social distancing.
* Placing patients directly into the exam rooms to avoid excessive time spent in public areas.
* Maintaining a “No Visitor” policy
* Requiring face masks to enter our clinic

**To promote health and safety, we are asking for your help in the following ways:**

 **Communication in between appointments**

To minimize foot traffic and maintain social distancing, we ask that patients and their family members do not present to the clinic without an appointment. If you need a refill, please contact your pharmacy. If you would like to schedule an appointment, please call 314-273-4374. If you have a question, please call 314-273-4375 so our staff may assist you.

**What do you do if you have symptoms of COVID-19 or have been exposed to someone with COVID-19?**

**Do not report to the clinic if you have symptoms or have been exposed to COVID-19**. Please call the hospital operator at 314-362-5000 and ask for the COVID-19 hotline. Hotline personnel will screen you over the phone and, if appropriate, direct you to a testing site.

Symptoms include: Fever, Dry Cough, Shortness of Breath, Fatigue, Muscle Pain, Sore Throat, Loss of Taste, Loss of Smell, Vomiting and Diarrhea.

**If you develop any of the following symptoms you should report to the Emergency Room or call 911 immediately**: Trouble Breathing, Constant Pain, or Pressure, in the Chest, Confusion, Inability to Wake Up, Blue Tinted Lips or Face.

**Appointment Times**

Do not report to the clinic if you have had a fever. Patients and their guests should be fever free without the use of Tylenol or Ibuprofen for at least 24 hours prior to coming to their appointment. In order to minimize patient crowding, we are no longer able to allow the same flexibility that we traditionally offer with appointment times. Patients must schedule an appointment and strictly adhere to appointment times. **We are no longer able to allow walk-ins or late arrivals.**

**Patient Guests**

 In order to satisfy social distancing precautions, we are no longer able to allow multiple people to attend appointments with patients. **Patients should plan to attend appointments alone**. If you must be accompanied by a family member or friend, only one person is allowed to accompany you and they must be over the age of 18. Anyone under the age of 18 years old is prohibited from entering the clinic. Patient guests will be screened for COVID-19 and must wear a mask. If necessary, patient guests may be asked to wait in their vehicle for the duration of the visit.

**Universal Masking**

**It is Mandatory for patients and their guests to wear a mask.** Due to limited resources, we ask that you bring a mask with you. If you do not have one, we will provide one. If a patient or their guest refuses to wear a mask, the appointment will be cancelled.

**E-Check in on mychart**

If you have MyChart, you have the option to **reduce the time you are at the check-in desk by completing the E-Checkin online** prior to your appointment.

**no food or drinks in the clinic**

**Bring Reading Material**

We suggest you bring your own reading material or use our GUEST WIFI while waiting for your provider in the exam room. To maintain hygiene, we no longer have magazines available to be shared.

*We appreciate your patience, understanding, and cooperation during these challenging times. Thank you for trusting us to participate in your health care.*