

May 1, 2020

Dear Atlanta North Dermatology Patient,

Your health and safety are our highest priority during this time.

We have implemented a number of safety measures over the past several weeks to keep our patients and staff as safe as possible, and we would like to share them with you as guidance for your upcoming visit.

Our office safety steps include:

- We are screening all of our staff for any Covid symptoms prior to coming in contact with our patients. We are also equipping all of our staff with PPE masks. All the staff who are coming in direct contact with patients are also diligently washing our hands before and after each patient.
- Our waiting area has been reconfigured to ensure at least 6 feet between patients. If you are early for your appointment, we may you to wait in your car until closer to your appointment time.
- We clean each exam room with disinfectant including any items that are commonly touched, including exam tables, chairs, iPads, pens and doorknobs before and after each patient visit and at the end of each day.
- We have installed clear sneeze guards at the desks of the check in and out staff.
- We are running air purifiers throughout our office overnight to clean the air in the evenings.
- We are cleaning the elevator buttons every hour throughout the day.

We also would like to let you know what YOU CAN DO during your visit with us.

- Prior to your visit, you will be asked if you (or any person accompanying you) have had a fever or experienced any COVID-19 symptoms or if you have travelled outside of state last two weeks. Please fill out the questionnaire before you come in.

- We are also preparing for each patient's visit on the phone and patient portal prior to your in- person visit to minimize time you spend in our office. You can help us by sending us the photos of your driver's license and updated insurance card to information@atlantanorthdermatology to help us streamline our check in process.
- You may get a call prior to your appointment time from a medical assistant who will take your interim history and update your medications and allergies.
- Please be sure that you (or any person accompanying you) bring a protective mask or facial covering for your visit and wear it before entering the building and throughout the visit. In the event you do not have a mask or a face covering, we may not be able to see you until a later date.
- When in the elevator, try to ride alone or with only family member.
- Upon check-in, you will be asked for your consent to perform a brief temperature scan on your forehead to ensure you do not have a temperature. If you do have a temperature greater than 100.5F, you will be asked to return at a later date after seeing your primary care physician and/or not experiencing any fever for two weeks.
- If at all possible, we would like any family members wait in the car. If an adult (in case of a minor) or a care taker needs to accompany a patient, only one adult will be allowed with the patient in the office. That person should also seek to observe the guidelines above (including wearing a protective mask or facial covering).
- Other than being examined by one of our providers, please try to maintain a distance of at least 6 feet from all other persons.

We are continuing our teledermatology visits

We are pleased that we have received great feedback from our patients on our teledermatology visits. If you would like to convert your appointment to teledermatology visit, please feel free to let our phone receptionists know. Of course, certain diagnoses may require in-person evaluations, rather than virtual visits. Please call our triage nurses to discuss whether teledermatology is appropriate for your concern. Please note that full skin exams will need to be conducted in person.

You may get faster response by using our patient portal:

We are expecting numerous calls from our patients in the upcoming weeks. You may be able to obtain quicker responses from our providers and nurses by contacting us directly using your patient portal. If you need any help setting it up, please call us at (770) 516-5199.

Thank you again for your trust and confidence. We look forward to serving you and your family.

Sincerely,

Atlanta North Dermatology