

Notice to Our Patients on the Coronavirus Outbreak

March 15, 2020

Dear Valued Patients,

At Cordell Mitchell M.D. we continue to follow recommendations from the Center for Disease and Control (CDC) for health and safety measures. The health and wellness of our team and our patients is our #1 priority. As part of our ongoing commitment to providing the cleanest, safest, and most welcoming environment, we have implemented extensive cleanliness policies and procedures to help protect our community against the spread of the COVID-19 Coronavirus.

To minimize exposure to our patients, physician and staff, we may ask our patients screening questions prior to or at the time of their appointments to identify those who are at risk of COVID-19.

If you meet any of the following conditions, please contact your local health department for instructions before your appointment. Then, call our office at 407.862.1550 to reschedule your appointment.

- Fever greater than 100.4 F
- Difficulty breathing
- Cough OR shortness of breath
- Recent respiratory infection such as pneumonia or flu
- Traveled internationally OR on a cruise ship within 14 days
- In contact with anyone in the last 14 days who has a confirmed case of COVID-19 or is under investigation for the disease

We are not currently offering testing for COVID-19. For now, here are some things you should know: The CDC recommends anyone who has traveled to a Level 3 country – even if they don't have any symptoms to self-isolate for 14 days. As of March 9, 2020 these countries include **China, Iran, Italy, South Korea and most of Europe**. Instructions for self-isolation are on the CDC website.

What Are We Doing?

- We are limiting family members accompanying you to your visit to one.
- All treatment rooms are wiped down with a disinfectant solution after each and every procedure. Common areas are being cleaned periodically throughout the day.
- All staff members that provide treatments are required to wash their hands before entering and exiting rooms, even if gloves were used
- We have stocked up on all the necessary items to maintain these requirements for an extended period of time
- Any employee exhibiting flu-like symptoms are required to stay home for the next two weeks
- We are waiving the late cancellation fees due to illness. However, appointments will be rescheduled for no sooner than 14 days from cancellation.
- We may refuse service if we see you exhibiting symptoms of possible illness or recent travel.

What Can You Do?

- Wash your hands frequently and thoroughly for at least 20 seconds with soap and water or alcohol-based hand sanitizer before and after your visit
- Avoid touching eyes, nose, and mouth with unwashed hands
- Cough or sneeze into a tissue or your sleeve or arm - not into your hands
- Limit unnecessary social interactions. Avoiding close contact with people who are ill
- Clean your phone and frequently used items frequently
- For your well-being and the well-being of others, if you're sick please stay home and take care of yourself. We can reschedule your procedure for a future date.
- AdventHealth has launched hotline for Floridians at 877-VIRUSHQ and www.CoronavirusSignsandSymptoms.com

Every precaution, no matter how extreme it may seem, is for your health and well being. We are closely monitoring the situation and will follow instructions and recommendations issued by public health authorities or government agencies as needed.

We sincerely appreciate your patience during this challenging time and for postponing your service if you are feeling ill, exhibiting symptoms, have traveled to certain regions or have been in close contact with anyone who fits those criteria.

For any additional questions please do not hesitate to reach us at 407.862-1550

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Sincerely,
Dr. Cordell Mitchell and staff