

# THE NADERI CENTER

## *COVID-19 Policies & Procedures*

**To ensure the safety of our patients and staff the following measures have been implemented and will be *strictly enforced*:**

### **The Naderi Center's Commitment to Protecting our Patients and Staff from COVID-19**

**Protective Equipment:** Physicians and staff will wear personal protective equipment (PPE) that will include a mask and facial shield at all times.

**Daily Staff Screening:** We have implemented a "daily staff temperature and symptom monitoring" system, as well as a "zero tolerance to illness symptoms at work" policy. This means fever, runny nose, sore throat, sneezing and coughing will be grounds for removing staff from the premises.

**Decreased Patient Volume:** Our patient schedule has been adjusted to allow for fewer patients in the building as well as extra time for extra cleaning of rooms between patients.

**Virtual Consultation:** We will be utilizing the benefits and safety of Virtual Consults for the initial discussion for all new patients and established patients looking for new procedures as well as many follow up appointments. This allows for a safe comfortable unrushed dialogue and discussion with you and your loved ones without protective equipments and masks. After the initial Virtual Consult, patients will be asked to come in for examination and pre-operative planning or for their office procedure.

**Strict Cleaning Protocols:** We have always enforced strict cleaning protocols and have broadened those policies to ensure that they include both clinical as well as non-clinical areas of the office.

**Contactless Environment:** We have changed our daily operations to be as contactless as possible. For example we have removed items that may be touched by more than one person such as skincare testers, brochures or implants.

### **What we require of all our Patients There will be *no exceptions***

**Be in Good Health:** Patients with any fever, feeling ill or with symptoms of cough or sneezing, even if perceived to be due to allergies, will not be allowed into the office nor treated and will be asked to reschedule their appointment for a future date.

**Face Covering:** All patients must to wear a face mask to fully cover their nose and mouth at all times when inside the building. This means no water or drinks will be offered or allowed. The only time masks may be briefly removed is at the direction of our doctors for examination or treatment.

**Washing Hands:** Patients are asked to wash hands or use provided liquid hand sanitizer prior to entering our clinical rooms. You are not allowed to enter with gloves that have been worn outside. You will be required to remove and discard your gloves and wash or sanitize your hands.

**No Visitors:** Patients must come alone. No family members will be able to attend the appointment or enter the facility unless patient is a minor. For Minors only ONE adult family member can accommodate the patient.

**Prompt Arrival:** Patients are asked to arrive on time to their appointments, and no more than 5 minutes prior in order to minimize patients in the waiting room. If patients are more than 15 minutes late we may have to reschedule the appointment.

**Minimizing In-office paperwork:** We require all new patients to complete all new-patient paperwork at home to minimize exposure time in office as well as contact with pens and clipboards.