



COVID-19 PATIENT INSTRUCTIONS

We hope that you and your loved ones have been staying safe and healthy during this unprecedented time. We thank you for your patience and apologize for any delay that was made to your scheduled appointment due to the COVID-19 pandemic.

Out of a necessity to continue care for our current patients and provide care to new patients, in need of dermatologic services, Skin Dermatology has reopened our office with reduced patient flow and enhanced safety measures. We believe that it is necessary that we provide care to our patients, where a delay in care could result in a delay in diagnosis and ultimately a delay in treatment and probable cure. At this time, we are currently seeing all medical and surgical dermatology issues and awaiting the start of Step 2 of Phase 2 for Cosmetic/Aesthetics.

We want you to know that our highest priority is the safety of you and the safety of our team. Providing a safe environment will be of utmost importance as we enter a “new normal”. Our approach follows guidelines from the CDC, OSHA, AAD, and local health officials for specialty medical practices.

To ensure social distancing and efficient appointments we require strict adherence to our new protocols. We have worked to limit your in-office time by developing ways to perform all pre-appointment tasks prior to you stepping into our beautiful reception space. We can only be successful with your help and response to our requests.

Prior to your appointment we will be working with you to complete our pre-screening and intake tasks. Most of these items can be done without discussion but if they are not performed our team will need to obtain the information via calls, e-mails and/or texts. General timeframes and required tasks are outlined below.

48 Hours Prior to Appointment: When you registered as a patient you received access to our Skin Dermatology Patient Portal (skinderm.ema.md). Please perform the following:

- Check to see if you can access the portal
 - *If you are unsure of or have forgotten your password, please use the Forgot Password link.*
- Review, update and/or complete all information to the best of your ability

Our patient portal allows you to communicate with our Dermatologist, request telehealth visits, see previous/upcoming appointments, view statements, view visit notes and more. Having a completed patient portal also saves you significant time and direct communication with our team



24-48 Hours Prior to Appointment: You will receive a call from one of our team members to perform the following:

- Medical Intake
- Ensure all Consents, including our Informed **COVID-19 Consent** is completed, this form is available on our website or by request
 - COVID-19 Informed Consent must be signed and returned as .pdf or image or respond via e-mail that you “**HAVE READ, FULLY UNDERSTAND AND AGREE TO MEET MY OBLIGATIONS IN ACCORDANCE WITH THIS COVID-19 CONSENT**”
- Collect Co-Pay and/or all outstanding balances (>30 days post statement)
 - Prior to the call we will send you a link to pay via text or you may make an online payment by clicking here: [PAY NOW](#)

Please Note: If you would like to set-up a timeframe for them to call you please just text us at (508) 644-0505 or e-mail hello@skinderm.com

No More than 24 Hours Prior to Appointment: To ensure you and our team’s safety you are required to complete our Wellness Form, please click the hyperlink below to complete all information and questions, no more than 24 hours prior to your appointment.

- **[WELLNESS FORM](#)**

Day of Appointment: On the day of your appointment please ensure that all intake items, consents, wellness form and payments have been completed. We have implemented a Virtual Waiting Room for your visit, please ensure strict adherence to the following:

- When you arrive in our parking lot please text (508) 644-0505 with your name and appointment time.
- Please remain in your car or in a safe and socially distant location in our parking/patio area
- When we are ready, you will receive a response text notifying you to please enter into our reception area. To gain access a mask is required.
- Once in the reception area we will sanitize your hands and take your temperature with a contactless infrared thermometer.
 - Temperature <100 are taken to a clean and sanitized exam room
 - Temperature >100 are re-checked with another thermometer. If verified, we must unfortunately cancel and reschedule your appointment.
- From there are team will support you throughout your visit

While we are putting extensive safety measures in place, we understand that some patients may have circumstances such as: compromised immune status, front-line work that puts you in contact with COVID-19 patients on a daily basis, and comorbid conditions, who will prefer to delay treatment. We can work with you to reschedule your visit to a future date.

We appreciate your understanding of our new protocols as we reopen Skin Dermatology. Everything that we have put in place has been guided by local, state and national regulatory agencies and tailored to our practice with you, our valued patients, in mind. Should you have any questions, please do not hesitate to contact us!