

# Information About COVID-19 and Telemedicine

## Important information about COVID-19 for our patients

Over the past few months, there have been major changes in the community due to COVID-19. These changes have also impacted the ways we are all able to interact and access care. Keeping you in good health remains our number one priority. You can be confident that we will continue to provide top-of-the-line care while ensuring your safety in the office. We are taking appropriate precautions and implementing enhanced safety measures with your health in mind.

We encourage you to call the office to schedule or re-schedule your appointments. We assure you that our team is doing everything we can to embrace the “new normal” and support your healthcare needs. We would like you to keep the following information in mind. If you have any questions at all, we welcome you to call us.

Urology Specialty Cares kindly asks you to attend to your appointment alone. However, if you must bring a visitor, please have him/her wait in the car. Also, be aware that we request for all patients to wear a face mask upon entering our office and during the full length of the visit. In an effort to keep our patients, families, and staff healthy, we are implementing the following policies:

For healthy patients:

- We are offering Telemedicine appointments.
- Although we are encouraging Telemedicine for safety, we are not discouraging medically necessary office visits. Our office remains open for physical visits.
- We are striving to keep our office safe by following CDC guidelines, disinfecting, and keeping social distancing.
- To minimize exposure to COVID-19, patients are asked to come alone to their appointments. We are unable to welcome additional visitors with you to your appointment or in the waiting room. This includes children. Please do not bring them to the office as they will not be allowed in the patient care areas.

For patients experiencing symptoms of illness, or who were potentially exposed to COVID-19:

- If you are experiencing cold or flu-like symptoms, we ask that you schedule a Telemedicine Visit, instead of a Physical appointment.
- If you have had close contact with anyone that has been ill, we ask that you schedule a Telemedicine Visit.
- If you or any relative or friend came from another state or city, we ask that you schedule a Telemedicine Visit
- Patients with fever or difficulty breathing must contact their PCP and/or call the nearest ER for instructions.

We thank you for your cooperation and doing your part in helping to keep our patients and our staff healthy during this challenging time. Please do not hesitate to call if you have any questions.

### COVID-19 Resources:

- COVID-19 Hotline available 24/7: 1-866-779-6121
- [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov)

## Telemedicine is now available

To make sure we are able to see patients experiencing symptoms of illness, or who are unable to make it to the office given social distancing guidelines, we've begun to offer care via Telemedicine. Telemedicine video visits allow patients to experience a secure online provider visit via smartphone, tablet, or computer within minutes.

**Please be aware you must have an appointment scheduled to access this feature. To do so call us and schedule your appointment today.**

**(305) 275 5525**

If you have a scheduled appointment, access your appointment with your provider by clicking the link provided by the office when your appointment was confirmed.

Please make sure to follow the next steps:

1. Find a quiet and private area with an adequate internet connection.
2. Have access to a device with a functioning camera and microphone (laptop, desktop, iPhone, iPad). If you prefer you can use a pair of headphones or earbuds.
3. Make sure to be on a compatible browser (Google Chrome, Firefox, or Safari).
4. Click the link with the name of the provider you are scheduled to see today.
5. You will be redirected to a new web portal where you will be asked to enter your full name.
6. Once in our Virtual Waiting Room, please be sure to read the disclaimer regarding your visit.

If possible, connect 10 minutes before your scheduled appointment to avoid any delays due to connectivity issues.