

3/18/2020

Our Valued Patients,

With the current concerns regarding the community-based spread of COVID-19, the public has been asked to observe social distancing. This involves avoiding large gatherings, crowded places (person-to-person spread of the virus happens most frequently among close contacts, which is within 6 feet), and non-essential travel. In addition, healthcare facilities have been advised to strengthen patient screening procedures and employ telehealth when appropriate.

The Allergy & Asthma Clinic of West Texas will remain open to serve our patients; however, due to our lack of Personal Protective Equipment (PPE) to keep our providers and nurses safe, we will temporarily stop seeing patients for acute care visits in the clinic. We are currently offering telemedicine appointments. This is for the health and safety of our patients who have severe asthma, immunodeficiencies, and other underlying health concerns.

To safeguard the health of our patients and staff, we are implementing the following procedures until the current COVID-19 outbreak has been stabilized:

1. Employees will be screened at the beginning of each shift for cough or fever. Employees exhibiting cough or fever will be dismissed to home.
2. As previously noted, most patients will be seen by way of phone call telehealth. If the provider decides you must be evaluated in the clinic, you will be screened in advance for active cough, fever, or known sick contacts with COVID-19. You may be asked to reschedule if you screen positive.
3. Minor patients are asked to be accompanied by only 1 adult family member. When possible, we request that siblings remain at home, unless they will also be receiving treatment. If the patient is over 18, we ask they come alone for office visits and/or allergy shots.
4. We will be open for allergy shots, biologics, and oral immunotherapy on a restricted schedule as follows: The Reserve location on Quaker will be open Tuesday, Thursday, and Friday during our usual office hours. The 22nd Street location will be open Monday, Tuesday, and Wednesday for our usual office hours.

Thank you for your cooperation and understanding as we all work together to safeguard the health of our communities. Complete transparency is very important when questioned about symptoms and exposures for the safety and health of all. We appreciate the confidence you have in us and we are here for you during challenging time. Please stay alert for changes as more information becomes available to us. Your health is our priority.

Blessings,

Allergy & Asthma Clinic of West Texas Providers and Staff