

## Our Patient's Safety During COVID-19 Talking Points

Our centers are accustomed to providing exceptional infection control precautions, along with safe, high-quality patient-centered care. Your patients may have COVID-19-related questions, and it is our job to reassure them that we are a safe option for their elective and emergent surgeries. Here are some simple answers to commonly asked questions. Please be sure this information applies to your center.

### **I'm worried about COVID-19. Is it safe to have my surgery?**

Your safety is of the utmost priority for our center's physicians and staff. We are following all current Centers for Disease Control and Prevention, as well as World Health Organization, recommendations. We are constantly improving quality and patient safety in our center.

### **I don't feel well. Should I come to the surgery center?**

If you are coughing, have shortness of breath, chills, sore throat, headache, recent loss of taste or smell or have a fever of 100.4 degrees or higher, please do not come to the surgery center. Instead, call your primary care physician. The same advice applies to your driver and/or family members that might accompany you to surgery. I am happy to reschedule your surgery once you are free of any contagious illness.

### **Can I get COVID-19 from surgery?**

Much like other risks associated with your procedure, contracting COVID-19 is unlikely. We can't guarantee zero risk, but we have taken every step to protect you, our staff and our providers. We keep our surgery center much cleaner than most other public places. Healthcare facilities have high infection control standards that we follow. Our center is a controlled space, staffed by providers with experience in managing disease and infections.

### **I want to reschedule my surgery until it's safe. Can I do that?**

We believe that we can safely care for our patients today. But we always honor requests to reschedule surgery. I am happy to reschedule the surgery (or give them the phone number of the practice if the practice schedules surgery).

### **How do you clean your center to keep me safe?**

We follow nationally recommended best practices to keep our center clean and safe. Through both CMS (Centers for Medicare & Medicaid Services) and our accreditation organizations (AAAHC or Joint Commission), our cleaning procedures are regularly reviewed. We clean every procedure room both before and after every patient. In addition, we clean all of our public areas throughout the day (and/or, we are minimizing traffic in our public areas). We are using disinfectants and following safety procedures to ensure you are as safe as possible. We have increased our already stringent cleaning protocols. Only EPA-registered cleaning products are used, and waiting areas are cleaned at least twice a day. This includes high touch surfaces such as chair arms, doorknobs, tabletops, countertops, handles, sinks and faucets.