

Urgent Orthopedic Specialists (UOS) is open and seeing patients. The health and safety of our patients, staff and our providers is our top priority. As we work to address the threat of the novel Coronavirus (COVID-19), we ask that you work with us to minimize the risk of infection and limit the spreading of germs.

For the most up-to-date information on the novel Coronavirus (COVID-19) from the Centers for Disease Control and Prevention (CDC), please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

WHAT WE ARE DOING AND WHAT YOU CAN DO:

What is UOS doing to protect our patients?

- **Disinfecting** – Exam rooms and tables are disinfected between patients. Commonly used surfaces are disinfected multiple times per day.
- **Hand Hygiene** – All providers and members of UOS adhere to a conscientious handwashing protocol.
- **Smart Scheduling** – Patients who have recently returned from an area where the virus is widespread will be required to schedule at least 14 days after their return.
- **Entrance to our facility** is limited to our patients and their essential caregiver. All other visitors are asked to kindly wait outside.
- **Screening for Symptoms and Risk Factors** – Patients and caregivers will be screened for symptoms and risk factors for COVID-19. Anyone with a temperature >100.4 will be asked to leave the facility and self-quarantine or see their PCP before returning. In the event, you have an injury that can't be postponed; our staff along with the physicians will determine the best way to handle your care.
- **Social Distancing** – Patients concerned with waiting in the lobby will be given the option to wait in their cars. They will be contacted via cell phone when ready to bring them back to the exam room.
- **We have removed magazines, brochures, etc.** from the lobby.

What can you do to protect yourself and others?

- **Handwashing** – Wash your hands frequently with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are unavailable.
- **Cover Your Cough** – Cough into your elbow or a tissue, not your hand.
- **No Touching** – Avoid touching your hands to your eyes, nose, and mouth.

- **Disinfect** – Clean and disinfect frequently touched surfaces at home and work.
- **Social Distancing** – Avoid large groups of people as well as close contact with people who are sick.
- **Recover, Don't Spread** – If you are sick, avoid travel except for medical care. Stay home to recover and do NOT report to work or school.

If you are experiencing flu-like symptoms (including fever, cough, shortness of breath, headache, muscle aches, runny nose, fatigue, and sore throat), please give us a call and we will be happy to help reschedule your appointment for a time when you are feeling better.

PATIENT FAQS REGARDING COVID-19:

Is the office open for clinic visits?

Yes, UOS remains open for clinic visits. However, if you are experiencing flu-like symptoms, please contact us at 432-520-3020 to reschedule when you have been symptom-free for 14 days.

Is UOS MRI open?

Yes, UOS is excited to add MRI to our ancillary services. However, if you are experiencing flu-like symptoms, please contact us at 432-520-3020 to reschedule when you have been symptom-free for 14 days.

What can I expect when I arrive at the office?

For the safety of everyone involved, we are screening all patients *and* visitors. This screening will include a temperature check as well as general health- and travel-related questions. If you are determined to be at risk based on this screening, your appointment will be rescheduled for a later date.

Can I wait in my car instead of the waiting room?

Yes. When you check in for your appointment, you will have the option to provide your cell phone number to the front desk so that you can wait in your personal vehicle. We will contact you when we are ready to bring you back to the exam room.

Why are you only allowing one visitor to come with me to my appointment?

In accordance with CDC guidance and to help maintain the health and well-being of our staff, providers, patients, and visitors during this time, we are limiting visitors to one person per patient. We apologize for any inconvenience this may cause and thank you for your understanding and cooperation.

Is there staff in the office working if I have questions?

Yes however, we are trying to limit the number of staff so you may experience higher than normal hold

time and may need to leave a voicemail. This should be expected during this time, so please do leave us a voicemail. We are monitoring our messages and returning calls as quickly as possible.

Are you still performing surgery?

In accordance with [guidance from local, state, and federal authorities](#), elective surgeries are being postponed. Your physician will help determine if your condition meets this criterion and communicate with you regarding scheduling or rescheduling of your orthopedic procedure.

What if I need to schedule an appointment?

Continue to call the office. We are making every effort to accommodate our patients and their orthopedic needs.

Should I wear a mask to my appointment?

No. In accordance with CDC guidelines, masks, gloves, and other personal protective equipment should only be routinely worn when the patient is a person being investigated for COVID-19 or confirmed positive.

There is a lot of fear surrounding COVID-19. As long as we wash our hands properly, maintain social distancing, avoid facial contact, screen for carriers, sanitize, and self-quarantine when indicated, we will get through this. We will need to remain vigilant and do everything we can to take good care of ourselves and loved ones, but this too shall pass.