

Dear Patient,

Throughout the last few months, it may feel like many things have changed and the freedom of choice has been limited. At Family Physicians Group our care for patients remains unchanged and we fully support our patients' choice in selecting how they want to go forward in receiving healthcare, because your care is our top priority.

Now that this pandemic is reaching into its' third month, and likely to be in our communities into the fall, it is important that you feel safe when attending healthcare appointments. As our communities adapt to a new normal, we too have adjusted our processes and created **COVID-19 Prevention Standards to ensure we are providing a safe environment** for you to receive care. Our standards and processes are grounded in guidance from the Center for Disease Control (CDC) and local health departments to provide you with a safe environment for face-to-face visits in our centers.

We are offering several appointment types

Over the last few months, we have offered new ways to connect through video and phone visits. While these new options have allowed us to care for you from your home, we know there are some types of appointments that require a face-to-face visit so your team can examine you, draw labs and complete annual screenings. Now that our communities are relaxing their "Stay At Home" orders, we are encouraging our patients to come into our centers for their scheduled appointments. For patients who are not able to travel or have safety concerns, we will continue to offer video and phone visits.

Keeping you connected

- To help you stay up-to-date with information about our centers and trusted COVID-19 facts from the CDC, we have added a COVID-19 Resource Center to our website.
- For help in accessing the Health Portal to see your test results, request medication refills and much more, call the Health Portal Hotline at 407-993-1390 and a member of our team will help you sign-up.
- We have moved our in-person community room programming to our Facebook page. Follow us on Facebook to participate in on-line events, discover new interests and connect with others in the community.

Remember that if you start to feel sick with fever and cough, please give us a call. As always, if you have any health concerns, please call our office and speak to a member of your care team. We value the opportunity to care for your healthcare needs and are here to answer your questions or concerns about COVID-19.

Sincerely,

Dr. Tina Shenouda

Family Physicians Group Chief Medical Officer

Frequently Asked Questions

How often are you cleaning the exam rooms and waiting area?

- Exam rooms are cleaned and disinfected between each patient visit.
- Every center is comprehensively cleaned and disinfected each night in accordance with CDC guidelines.
- High traffic, high touch areas are disinfected several times throughout the day.

I am concerned about catching COVID-19 from the staff or other patients.

- All patients and guests are greeted at the center entrance where a COVID-19 screening process is conducted including a temperature check. Each patient and guest are provided a mask and hand sanitizer before entering.
- Our staff undergo daily COVID-19 screenings, including a temperature check. They also wear a mask at all times, in addition to other appropriate personal protective equipment (PPE), as recommended by the CDC.

Will I have to wait in the waiting area?

- Sick patients are immediately taken to exam rooms to limit time in our waiting room or common areas.
- Center furniture has been rearranged to create appropriate social distancing from anyone who may be in our waiting rooms or common areas.

Are there separate exam rooms for patients who have COVID-19 symptoms?

- Designated treatment areas are used to care for suspected and symptomatic COVID-19 patients.
- Appointment times are being adjusted to separate our symptomatic and non-symptomatic patients.

Are you going to continue to offer video and phone visits?

- For patients who are not able to travel or have safety concerns, we are continuing to offer video and phone visits.

I miss attending activities at the center. Where do I go to learn more about classes?

We have recently added virtual classes and activities such as Zumba, bingo and cooking classes. Please follow us on Facebook or go to www.fpg-florida.com and click on "Local Events".

How can I access the Health Portal and why should I sign up?

- You can access the Health Portal by visiting www.fpg-florida.com and clicking on the Health Portal button at the top of our website.
- Please call us at 407-993-1390 if you currently do not have access to the online Health Portal. A member of our team will help you get started.

I have seen on the news that there are new COVID-19 symptoms, what should I be looking for?

- People have had a wide range of symptoms – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus: cough, fever or chills, shortness of breath, fatigue, muscle soreness, headache, sore throat, diarrhea, or loss of taste/smell.
- Older adults and those with serious chronic medical conditions such as heart disease, diabetes and/or lung disease are at higher risk of getting very sick from this illness.

If you have any of these emergency warning signs for COVID-19 get medical attention immediately: trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse and bluish lips or face. This list is not all-inclusive. **Please call us for any other symptoms that are severe or concerning to you.**

We're taking every precaution to help keep you healthy

As our communities adapt to a new normal, we too have adjusted our processes and created COVID-19 Prevention Standards to ensure we are providing a safe environment for our patients to receive care.

What we're doing



Healthy staff

- All center staff will undergo a COVID-19 screening, including daily temperature checks.
- Staff will wear masks and other personal protective equipment (PPE) at all times, as recommended by the CDC.



Patient health

- All patients and guests will be greeted at the entrance for a COVID-19 screening, including temperature check. They'll each be provided a mask and hand sanitizer.
- Sick patients will be immediately taken to exam rooms to limit time in our waiting room or common areas.
- Patients will be assisted in using home delivery services for food and medications.



Prevention with distancing

- Center furniture has been rearranged to allow appropriate space between people in waiting rooms of common areas.
- Appointments will be adjusted to separate symptomatic and non-symptomatic patients.
- Designated treatment areas will be used for suspected and symptomatic COVID-19 patients.



Clean clinical environment

- High traffic, high touch areas will be disinfected multiple times throughout the day.
- Exam rooms will be cleaned and disinfected between each patient visit.
- Every center will be thoroughly cleaned and disinfected each night, in accordance with CDC guidelines.



Alternative visit options

- Telemedicine visits—video or phone visits—will still be available for patients that can be safely monitored or treated remotely and for those not able to travel to the center. The doctor and the patient will decide together when the right time is to return to in-person visits.



Learn more about how we're supporting you

For more information, go to www.fpg-florida.com/coronavirus-info.

COVID-19 Prevention Standards are grounded in guidance from the Center for Disease Control (CDC) and local health departments and subject to change in order to provide a safe environment for face-to-face interactions in our centers.

Family Physicians Group does not discriminate on the basis of race, color, national origin, age, disability or sex.