**COVID-19 Precautions: What Patients Can Expect**

Lamorinda ENT, Face & Neck Surgery has made some changes to our appointment and visit process to enhance the comfort and safety of our patients and staff during the novel coronavirus outbreak. Please read carefully prior to your appointment and alert us to any questions or concerns:

Prior to your appointment, we will ask about your recent travel history as well as any flu-like symptoms you or member of your household have experienced in the past two weeks.

All patients and staff who enter our facility will have their temperature taken via touchless thermometer.

Patients, staff and visitors will wear masks and practice social distancing unless and until closer contact is required to carry out the purpose of the visit/treatment.

Friends and family should not accompany patients to visits unless it is necessary; please notify our office in advance of who will be accompanying you.

Unless an in-person visit is necessary, we will continue to provide services via telemedicine audio/visual media.

The following actions have been taken to further reduce the risk of exposure to the Corona Virus during your visit with us:

* The exam/procedure room is continuously ventilated using a HEPA filter air purifier.
* Strict adherence to hygiene and cleanliness including disinfecting surfaces and instruments with viricidal chemicals, wearing masks, gloves and in special circumstances a gown in accordance to the Universal Precautions and the current mandates proposed by the CDC/WHO/CMA and the California Department of Public Health continues to be enforced.
* Electronic transmission of medical information and demographics will be strongly encouraged in order to allow for touchless paper/payment processing. This will be facilitated through our website and a secure patient portal.
* Limiting number of patients and company in the waiting area.

Although we are taking many steps to reduce potential exposure to COVID-19, it is important for you to know that any in-person interaction, including at a medical office, may increase potential exposure to COVID-19.

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults (65 and older) and people of any age who have serious underlying medical conditions might be at [higher risk for severe illness](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html) from COVID-19. If you or a member of your household is at higher risk, you may wish to postpone some routine and/or elective medical care. Please discuss with your doctor if you have any questions or concerns.

Although some aspects of your visit may be different than we are all used to, our dedication to providing you with excellent care remains the same. We are looking forward to seeing you!

**Sassan Falsafi, MD, MSChE**