

Updated June 29, 2020

Dear Patients,

As we continue to monitor the COVID-19 situation, we are implementing several changes to protect you and our team members.

- If you are ill with cough, shortness of breath, difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell or gastrointestinal symptoms such as diarrhea (three or more bowel movements per day), please call our office to reschedule your appointment.
- **Updated Visitor Policy**
  - **We will allow 1 visitor with you during your obstetrical ultrasound. Your visitor must wear a mask while in the office and follow the office guidelines.**
- **You are required to have a face mask (cloth or surgical/procedural type) for each appointment. You must have it on to enter our building.**
- Please maintain social distancing by keeping a minimum of 6 feet between you and other people.
- We have implemented a new check in policy. If you are a non-pregnant patient, when you arrive for your next appointment, please call 270-769-5963 from your vehicle. Choose the appointment option. You will be asked to provide some information including your cell phone number. Please have your cell phone number turned on and be ready to receive our call. If you do not have a cell phone, please come in to the office as you normally would. If you are pregnant, you do not need to call when you arrive. You may wait in your vehicle. We will call you when we are ready for you. If 15 minutes has passed beyond your appointment time, please call us. If you are having an ultrasound with us, please enter the building when you arrive.
- Some telehealth services are still available if you so desire.
- Our staff has increased our cleaning frequency in high touch areas.

We also want to remind everyone to please wash your hands thoroughly and frequently with soap and water for at least 20 seconds; use hand sanitizer when washing is not available; and avoid touching your eyes, ears, nose and mouth.

Please know that we are actively monitoring the CDC guidelines through this evolving situation. The State of Kentucky has established a website and a COVID-19 Hot Line for questions:

**[Kycovid19.ky.gov](https://kycovid19.ky.gov)**

**COVID-19 Hotline (800) 722-5725.**

Thank you for your cooperation in helping to keep you, our Providers and team members safe. We appreciate you and Thank you for entrusting us with your healthcare.

Sincerely,

Cindy Richardson, CMPE  
Practice Manager