



Message from Village Internal Medicine Group

UPDATE FROM VILLAGE INTERNAL MEDICINE GROUP:

As the Novel Coronavirus (COVID-19) continues to affect our communities, our relationship with you as your primary healthcare provider becomes increasingly important.

At Village Internal Medicine Group, we believe it is our responsibility to continue to prioritize the health and safety of you, your family, and our health team members. While your patient experience may look and feel different during this time, please know that we are making all decisions to prioritize your safety and care.

This message is to inform you of the preventative measures we are taking in-office and how it may affect your visit. As well as, what to do if you are feeling sick or identify as being within an at-risk group.

- Beginning [Monday, March 23, 2020](#), our in-office hours will be reduced to [9am to 4pm](#), to give our team extra time to thoroughly disinfect all areas of the practice prior to seeing patients and after seeing patients. This is addition to the hourly cleaning schedule formerly implemented.
- We are NOW scheduling [Telehealth](#) visits for ALL patients (covered by majority of insurances) in order to prioritize your safety and care.
- We kindly ask, if you have the capability, to provide your vital signs such as blood pressure, temperature, pulse, and weight prior to your [Telehealth](#) visit. The more information you provide, the better we can assess your condition.
- If you decide to use [Telehealth](#) for mood related treatment, you will need to have the mood forms filled out before your visit. These forms (PHQ9, GAD 7, Patient Adherence Questionnaire, ADHD Self Report) are available for download directly on our website.

As always, Village Internal Medicine Group is in constant contact with proper health departments and the CDC. We follow all CDC guidelines as they evolve, and OSHA required protocol. Furthermore, we implemented additional layers of infection control to protect our patients and team members.

IN-OFFICE MEASURES:

- Our schedule and patient visits are modified to comply with the current social distancing policy.
- We increased the frequency of disinfecting door handles, reception area surfaces, furniture, credit card terminals, iPads, restrooms and more.
- Water station cups will only be available upon request.
- All non-essential items at the check-out desks (pens, business cards, candy) have been removed and are available upon request.

ARE YOU FEELING SICK?

If you *are experiencing* sickness that could be COVID-19 related (Fever, Cough, and Shortness of breath). **DO NOT** come into the office. Call to schedule a [Telehealth](#) visit to allow assessment by our clinicians to develop a plan.

Are you concerned that you may have coronavirus? Texas Health Resources Hotline, staffed by nurses, is available 24/7 to help answer your questions. Call [682-236-7601](tel:682-236-7601) anytime to speak with a nurse.

DO YOU HAVE AN APPOINTMENT SCHEDULED?

If you are **NOT** experiencing sickness, but you are **both**:

scheduled for routine follow-up

AND

in the at-risk population, (age greater than 50 with a chronic illness such as lung, heart, liver, kidney disease or on an immunosuppressive medication) then for your protection,

DO NOT come into the office. Call us to schedule a [Telehealth](#) visit for assessment and to make plans for a follow-up visit when this situation improves.

We realize this situation is fluid and are actively monitoring information from local, state and national agencies. We are committed to doing our part in minimizing the spread Coronavirus. We urge you, and everyone in our community, to take appropriate, and rational, steps to minimize the spread of this virus. Additional information from local, state and national sources can be found on our website ([click here](#)).

If you have a question about an upcoming appointment, please contact us by phone or sending a message via the patient portal ([click here](#)).

With your health in mind,

Village Internal Medicine Group

