

Dear patients,

We understand that you may be experiencing stress given the rapidly changing information on coronavirus (COVID-19). We want you to know that we are monitoring the COVID-19 situation closely, keeping those who are affected in our hearts, and are listening carefully to the questions and concerns received from patients. Your safety and well-being remain the highest priority. We would like to share a few updates that might help as you consider your next visit.

In accordance with the most recent guidelines we are limiting our in-office schedule to “essential procedures and appointments” only. If you are unsure if your appointment is “non-essential” we encourage you to call the office at (301) 986-1880 or email the staff at hcronin@mydermgroupp.com. We have also implemented **Telemedicine visits**. Please see Telemedicine Updates on our website www.idgchevychasederm.com.

Confident in our care

Providing safe and clean environments for our patients and staff is always a top priority – even more so today. We remain committed to upholding the highest standards of cleanliness and want all patients to feel at ease when they come for their visit. Comprehensive COVID-19 guidance compliant with the CDC and our government is in place at our practice, detailing how to best protect against transmission of the virus. The below precautionary and response measures are helping us to provide a safe and clean environment:

- Implementing hand sanitizer stations in high-touch areas such as at door, check-in, waiting room, patient exam rooms
- Constant cleaning of high-touch areas such as check-in, waiting room, patient exam rooms
- Screening patients prior to appointments and at time of check-in - We are asking patients and rescheduling all appointments at least 2 weeks later if patient has:
 - Experiencing any cold, fever, shortness of breath or flu like symptoms
 - Been in close contact recently with any individual such as a family member that has had similar symptoms.
 - If you have traveled to any of the most affected COVID-19 states such as NY, NJ, WA, CA, MI, LA, FL, IL, MA or GA
 - If you have travelled by plane or cruise or other large crowded ship in the last 14 days.
- Posting signage at the front office door asking patients not to enter if they have colds, fevers, flu like symptoms or respiratory issues and to reschedule.
- We are also checking temperatures before you enter the door and anyone with a fever cannot enter.
- All staff is wearing masks and personal protective equipment (PPE).
- We will no longer be serving coffee, tea, or cookies to avoid cross contamination.
- Anyone can reschedule, but especially those that are immunocompromised, older than 80, or anyone 65 years or older with comorbid conditions such as heart disease, diabetes, or lung disease that does not have an emergent appointment should reschedule for 2-4 weeks.

We will continue monitoring the COVID-19 updates, and will respond based on the advice of governments, public health authorities, and other medical professionals. In effort to help you or family members prevent contracting the coronavirus or any flu like illness please visit the CDC.gov or local health department website for up to date information.

In the event, that we will have to shut down in the near future please know that you can call this number and will be able to reach either Dr. Cronin or one of our friendly staff if you have a dermatological emergency: **240-324-8302**

If you have any questions, please feel free to contact us. We very much appreciate your understanding and cooperation during this time.

Warm Regards,

Hyland Cronin, MD and your friendly staff Susan, Trenton, Ericka, Ana, Amber, Ari, Barbara, and Angela