

TEXAS ★ ENDOSCOPY EAST

8080 Independence Parkway Ste. 160 Plano, TX 750225

texasendo.com

Visiting Texas Endoscopy: A COVID-19 Update

At Texas Endoscopy there is no higher priority than your well-being and the broader health of our communities. We understand the fear and concern surrounding this outbreak, and we are committed to doing all we can to keep you and your family healthy and offer you peace of mind. Although you may have concerns about the coronavirus, we are here to keep you informed. We are closely monitoring the outbreak of novel coronavirus (COVID-19) and we are taking proactive steps to ensure your safety.

Our top priority, as always, is to deliver safe, high-quality care to you and all patients that we serve. We understand the value our facility provides as an important site of access for patients needing GI procedures, in a controlled and safe environment, and we appreciate the trust you have placed in us.

We are working with local and state health departments, and are following the Centers for Disease Control and Prevention (CDC) guidelines and recommendations. In our procedure rooms and across all patient care areas, we provide the highest level of cleaning and disinfecting by following guidelines from the CDC and the Association of Operating Room Nurse (AORN) and other professional societies. As we work together to keep patients, and our team safe, here's what you can expect from us:

Prior to procedure

One week prior (7 days): to the date of your procedure you will receive communication from Texas Endoscopy. This is a required pre-screening with questions related to COVID-19. At this time **you will need to begin to self-monitor at home by taking your temperature two (2) times per day; monitoring for cough, shortness of breath, and difficulty breathing, flu-like symptoms or pneumonia.** Please call Texas Endoscopy at 972-908-3020 Monday through Friday 8:00am to 3:00pm, if you develop a fever or any of the other symptoms listed, please leave a detailed message if you get the nurses desk voice mail. If you should have these symptoms during a weekend period, please contact your GI physician's office.

Three days prior: to your procedure you will continue to monitor yourself at home as instructed above, and should stay away from anyone who has had recent travel, had flu-like symptoms, or has tested positive for coronavirus. Again, you will receive communication from Texas Endoscopy for any changes in your general health.

*Again, if at any time prior to your procedure you develop a fever, Covid-19, or flu-like symptoms please call your doctor's office and notify Texas Endoscopy. On weekends notify your GI physician's office. **If you arrive ill to the facility we will not be able to perform your procedure.***

Day of Procedure: For the safety of our patients and their visitors, we ask that you come to the facility wearing a mask if you have one, if not we will provide you one when you arrive. Please note that building access is being limited to specific *entryways* to help improve social distancing. **Please park in the back of the building (the east side)** toward the north end of the parking lot. Once you arrive at Texas Endoscopy **please remain in your car**, and **call the nurse at 972-908-3002** and let them know you have arrived. The RN will inform you if our social spacing in our waiting room will allow you proceed to into our suite or if you will need wait in your vehicle for a short time. When you are allowed to enter the building you will come to our suite number 160; the glass door signage has Texas Endoscopy printed on it.

Upon entering Texas Endoscopy you be greeted by a RN at the first check in desk where they will ask you screening questions again, about your general health and take your temperature as well as provide you with a mask which you will wear while you are at Texas Endoscopy. This screening process is **mandatory** for every person entering the facility.

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For the utmost safety of all patients, we are requiring that all patient visitors remain in their vehicles or return home if they are only 20 to 30 minutes away, as visitors are prohibited to enter Texas Endoscopy at this time. We will contact your family or ride as to you reach recovery. Upon completion of your recovery and when you have met criteria to be discharged, your RN will call your ride home and instruct them to bring the car to an area in the parking lot for you discharge home. A RN will escort you to your vehicle, she will also provide your ride home with your instructions for discharge if you have provided Texas Endoscopy with HIPAA information that includes that person.

To learn more about coronavirus symptoms, visit [cdc.gov](https://www.cdc.gov)

Frequently Asked Questions:

- **What is coronavirus?**

Novel coronavirus (COVID-19) is a respiratory (lung) illness. Flu-like symptoms are:

- a) Fever
- b) Cough
- c) Shortness of breath
- d) Sore throat
- e) Headache
- f) Difficulty breathing
- g) Muscle aches
- h) Loss of taste, smell or appetite
- i) Fatigue
- j) Diarrhea
- k) Chills, including repeated shaking with chills

- **How does coronavirus spread?**

- a) Coronavirus can be spread in several ways. Follow this link for [more information](#).

- **How can I prevent contracting or spreading the virus?**

- a) Wash your hands frequently with soap and water for at least 15 to 20 seconds, or use hand sanitizer.
- b) Avoid touching your eyes, nose or mouth with unclean hands.
- c) Stay away from people who are sick or have had recent travel
- d) Use a tissue to cover coughs and sneezes, then throw tissue away.
- e) Clean and disinfect frequently touched items and surfaces.
- f) Stay home when you are sick, except to receive medical care.

- **What do I do if I think I have coronavirus?**

- a) Call your doctor right away for advice and minimize contact with others.
- b) Stay home except to get medical care.
- c) If you have shortness of breath, call 911 immediately.
- d) Do not come to Texas Endoscopy without clearance from your physician.

- **Mask Options**

- a) You may purchase a mask from Walgreens, CVS, Wal-Mart or like retail stores
- b) You may wear a cloth mask to our facility (upon arrival we will exchange your cloth mask for a surgical mask)

Please know that we have an unwavering commitment to the safety of our patients, visitors and team. Thank you for choosing our center to meet your healthcare needs.

Sincerely,

Texas Endoscopy Management

Reminder: For your safety and for those in building on day of your procedure extra measures/precautions are being taken. When you arrive, please notify us you are here. During these times please expect delays. We ask for your patience in advance, as we prep for your arrival while keeping everyone safe, and meeting requirements and mandates