

Monday, March 16, 2020

COVID -19 Patient Update

Dear Patients,

As you are no doubt aware, the COVID-19 virus is having a significant impact on many communities around the country. Our leadership team, doctors, and staff have been closely monitoring the situation- including the recommendations of the Centers for Disease Control and Prevention (CDC) and other health organizations.

We have developed a pro-active response plan that takes steps to ensure that we help protect the health and safety of our staff, patients, and customers. We want to update you on a few of these precautions:

- **We Remain Open to Serve You** – Our practice promises to “provide the highest quality of patient care in our community.” We plan to remain open during our regular hours of operation and will notify you if there is any change. We will be here to help you with your health care needs.
- **Enhanced Cleanliness** – Our standard cleaning procedures have always been placed into practice to maintain the cleanliness of our offices and equipment. But, in this new situation, we have implemented incremental cleaning protocols to increase the frequency of cleaning (common surfaces, handwashing & disinfecting, etc.) to help ensure we minimize the risk of any transmission of germs or viruses. Your health and safety are our top concerns.
- **Your Appointment** – At this time, there is no disruption in our schedule, and we look forward to serving you at your next appointment. If you have not yet scheduled your appointment, our staff is ready to assist you. If you need to modify your appointment for any reason, please contact us. We would be delighted to accommodate your schedule.
- **Screening** -- We are implementing new phone and check-in screening processes to proactively identify potentially infected patients. For this plan to be successful, we respectfully ask you to be mindful and call our office to reschedule any medication follow up, routine follow up, health physical if you meet the following high-risk criteria:
 - **Exposed to someone diagnosed with COVID-19.**
 - **Recently traveled out of the country to a high-risk country (country list updated daily on the CDC website).**
 - **Recently travel on a bus, cruise ship, air travel, major international airport, and train and have a cough, fever, or shortness of breath.**
 - **Already examined by a local emergency room department or urgent care facility and advised to quarantine for 14 days as instructed by the CDC.**



Thank you for your trust in us during these challenging times. We will send updates as the situation evolves.

For the latest information from the CDC, click the link below.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Thank you and stay safe,

Cleburne & Joshua Family Medicine Associates

To reschedule your appointment, please call us at

Cleburne Patients Please Call:
(817) 556 -4800

Joshua Patients Please Call:
(817) 447- 1151