



PATIENT COMMUNICATION COVID-19 UPDATE – 03/24/2020

Dear IPC Patient,

Indiana Polyclinic remains open to serve patients with a revised schedule through the end of April. We are open Monday, Tuesday, and Wednesday from 8 am to 7 pm; we will be closed Thursday through Sunday until April 30th.

We have listed a few guidelines below for you to follow regarding your appointments.

- ➔ **If you are sick (or have been ill in the last 14-days) with symptoms including fever, cough, sore throat, or breathing issues, please contact us to reschedule your appointment.** We strongly recommend you contact your Primary Care Physician to inform them of your illness. Your PCP will then determine what to do next. Please have your PCP forward information to our office for your chart.
- ➔ **If you or someone you are in close contact with has recently traveled to one of the countries with large outbreaks of COVID-19** (China, Europe, Iran, South Korea) or if you have been exposed to someone else who was diagnosed with COVID-19 or who was quarantined as a precaution, please wait 14 days until you see your provider to make sure you do not develop symptoms of the virus.
- ➔ **If you are healthy, you should keep your appointment(s) or schedule an appointment.** Please understand that some medication refills require an appointment, and it is not safe to discontinue certain medications (such as benzodiazepines and anticonvulsants) suddenly.

It's important to know that the majority of people infected with the coronavirus experience flu-like symptoms and recover. Most people do not develop serious respiratory complications. Those at the highest risk of becoming seriously ill are the elderly and those with underlying medical conditions such as diabetes and kidney disease. Visit [the CDC's website](#) or the [Indiana State Department of Health's website](#) for the latest information.

In addition to the strict infection control protocols in place, we have implemented:

- ✓ Removed the magazines from our lobby and exam rooms.
- ✓ Have additional hand sanitizers available for our patients.
- ✓ Additional use of disinfectants in our bathrooms, reception area, and door handles several times a day.
- ✓ We request that all drivers and persons accompanying patients be healthy and able to assist patients if needed.
- ✓ While we are not currently prohibiting children at the facility, we request and recommend that only visitors 18 and older accompany patients.
- ✓ Due to the need for enhanced disinfecting and sanitization measures, Therapy Dogs are no longer permitted in our office. This includes animals not covered by the ADA Service Animal provisions. Emotional support animals are not considered Service Animals.

We appreciate your cooperation at this time and look forward to continuing to be a part of your health and wellness treatment.

Sincerely,

Dmitry M. Arbuck, MD
President & Medical Director

Cover your Cough



Cough or sneeze into your upper sleeve, not your hands.

OR



Cover your mouth and nose with a tissue.



Put your used tissue in the waste basket.

Clean your Hands

After coughing or sneezing:



Wash with soap and water.

OR



Clean with waterless hand cleaner.