

Coronavirus (COVID-19) UPDATE

We encourage you to review the US CDC's website for the latest information about COVID-19. Below are the comprehensive protocols and procedures we have put into place at our company.

Policy brief & purpose

The health and safety of our employees and patients is our primary objective. Carolina Ear, Nose & Throat Clinic, PA (Carolina ENT) company policy protocol includes the measures we are actively taking to mitigate the spread of coronavirus. It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity and continue to follow HIPAA requirements

PATIENTS AND VISITORS:

To ensure the health and safety of our patients and visitors we have implemented the following safety measures.

Surface Areas: Throughout our medical practice, we have increased our already-rigorous cleaning protocols. Surfaces will be thoroughly treated with our hospital-grade disinfectants and cleanings will be conducted with increased frequency. All exam rooms are cleaned rigorously after each patient and before the next patient enters the exam room.

Visitor Contact: All medical advice, including that from the CDC and WHO, states that direct, person-to-person contact is the primary way COVID-19 spreads. To help prevent risk of transmission in this way, Carolina ENT Clinic will implement the following protocols:

1. Place signage in the waiting room and hallways reminding patients/visitors to maintain physical distancing protocols (at least six feet apart)
2. Staff will designate seating in the waiting room to allow for appropriate physical distancing (at least six feet). Patients/visitors will be asked to wait their vehicles until an exam room becomes available such that there are no more than 10 people in the waiting room area.
3. Staff will wear masks and gloves when coming within 6 feet of contact with patients.
4. Hand-sanitizing stations are located in the waiting room area, exam rooms, and around the office in designated areas. Hospital grade anti-microbial soap will be used by staff and the 20 second hand washing rule will apply.

CAROLINA EAR, NOSE & THROAT CLINIC, PA

Physical Distancing: Patients/visitors will be advised to practice physical distancing by standing at least six feet away from other people not traveling with them while in lines, or moving around the office. Visitors will be kept to a minimum in exam rooms.

Employees will be reminded to practice social distancing and will be wearing masks while in patient proximity or in contact with patients. Due to physical distancing limits, patients are encouraged to wear a mask. If a patient has had or currently has COVID-19 the patient will HAVE to wear mask in order to be treated for the safety of the healthcare providers.

Our office uses cleaning products and protocols which meet CDC/EPA guidelines, and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We will work closely with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary equipment.

If you have any questions or concerns regarding our COVID-19 update please feel free to contact our office and speak to any of our office staff at 803-536-5511.