

OFFICE NEWS FOR OUR PATIENTS 1.5.22

Welcome to the new year! Please take a few minutes to read the information below regarding medical records updates, telemedicine visits and in-office protocols designed to keep our patients and staff safe.

HELP KEEP US UP TO DATE!

January is an ideal time to let us know of changes to your personal and insurance information. Please send a message via your patient portal or call the office if you have changed insurance providers, have a new home address, cell phone number or email, etc. and we will update your records.

TELEMEDICINE VISITS CONTINUE AT NORTH CYPRESS INTERNAL MEDICINE & WELLNESS



We are continuing to make **Telemedicine visits available** to our patients, both for convenience and especially safety during the current surge of Covid due to the Omicron variant. When you are scheduled for a telemedicine visit, our assistants will call you at your appointment time and then guide you to link to our video platform.

If you are scheduled for an **in-person appointment**, please contact the office **prior to your visit** if you have any of the following issues of concern:

- You have been recently exposed to others with or suspected to have Covid
- You are experiencing symptoms or signs of Covid, including:

- Fever or chills
- Cough
- Shortness of breath
- Muscle or body aches
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

It's very important to know that many of these symptoms could seem like just allergies or a cold but may well be related to Covid. Omicron is a highly contagious variant, even if you are fully vaccinated (and more so if you are not!). Thus for everyone's protection, we ask that you **NOT** come to the office in person if you have any of these concerns, but rather call us first to determine if a telemedicine visit may be more appropriate in this instance.

IN-OFFICE SAFETY

When visiting our office, please remember to sanitize your hands and wear a well-fitting mask at all times.



If you have questions or concerns, we encourage you to reach out to us at any time.

Sincerely,

Dorothy Cohen Serna, MD
Kelly Englund, MD