



## CORONAVIRUS OFFICE POLICY UPDATE – MARCH 18, 2020

The coronavirus pandemic is creating a lot of anxiety. As of today, there is scant evidence of unexplained infection in our community (“community spread”). This may change any day. At St. Luke’s Family Practice, we are here to help you through this challenging time. We are committed to getting you the CARE YOU NEED, WHEN YOU NEED IT. We are making a few changes EFFECTIVE IMMEDIATELY to reduce the risk of you becoming infected or infecting others.

1. All ROUTINE or ELECTIVE in-office appointments and procedures should be POSTPONED.
2. The office is CLOSED TO REGULAR VISITS.
3. Our DOCTORS will be available by PHONE, TEXT, or EMAIL.
4. YOUR DOCTOR will decide if an appointment is necessary.
5. After you leave your message, GIVE US A COUPLE OF HOURS to respond. Though we will try to take your calls IMMEDIATELY, we may get backed up at times.
6. Please CALL YOUR PHARMACY when you need a refill.
7. ROUTINE MATTERS (problems with medication refills, scheduling, notes for work and school, specialty referrals) are best handled over the phone by ERICA at the Front Desk during regular business hours.
8. If your doctor decides an in-person appointment is necessary, we will arrange a time.
9. PLEASE DO NOT COME TO THE OFFICE UNLESS WE ASK YOU TO.
10. We will get your concerns and problems addressed QUICKLY and EFFICIENTLY without exposing you to a GERM DOCTOR’S OFFICE!

Finally, if your friends or acquaintances complain about the responsiveness of their doctor’s office, or their inability to get their doctor on the phone, or they “can’t get anything done” without waiting in a cough and sneeze-filled waiting room for an hour; remind them that there is an option! Dr. Heck and Dr. Kiesel are both open for new benefactors!