



To All Our Esteemed Patients:

As we currently find ourselves in an unprecedented situation with the COVID-19 pandemic, I wanted to send a message to all of our patients outlining the precautions that we are taking to ensure the safety of both our patients and our employees.

Maintaining a functional, complete healthcare system is extremely important during these times as utilization will increase in various sectors. As a result, the Dermatology & Skin Surgery Institute of North Texas will remain open for patient care while following the most recent CDC and health department guidelines. I ask that our patients remain understanding and patient with the precautions that we must take at this time. These are to ensure everyone's safety and well-being. I have outlined some of these precautions below:

- We are currently phone screening ALL appointments prior to arrival for symptoms of COVID-19. This will be in addition to the typical automated appointment reminder message that you receive from us.
- Upon arrival at our facility, we are again performing COVID-19 screening questions along with a temperature check of all individuals entering our building. If you have symptoms or other risk factors for COVID-19, you may be asked to reschedule your appointment or may be asked to wear a surgical mask.
- We ask that no guests accompany patients to their appointments. Notable exceptions to this policy include minor patients (< 18 years-old) or patients that require special assistance. If you are a guest of a patient and have questions or concerns, you are welcome to write these down or talk to one of our medical assistants via telephone so that these may be properly addressed.
- Patients will spend minimal time in our lobby and will be placed in exam rooms upon arrival. If, for some reason, more than one patient is present in our lobby, we ask that you keep an appropriate distance (6 feet) away. As a result of this, paperwork will be completed in exam rooms for new patients or for updates.
- Car Call Backs – We also will give patients the option of remaining in their cars until we are ready to put you in an exam room. If you would like to do this, please call us when you arrive at our facility (972.712.5100). We will need your name and car make/model. One of our medical assistants will come to your vehicle when we are ready to see you.
- Telemedicine visits – We have capability for telemedicine visits for all Medicare and cash pay patients. At this time, we are still seeking clarification from various commercial insurers in regards to telemedicine, but we expect many of them to follow Medicare's lead on this. If you would like a telemedicine appointment, please call us, and we will set up a time for this. Please be aware that there are technical limitations with telemedicine (i.e. resolution of images or need for a biopsy), which may require you to still have an in-person appointment. We are using the Doxy.me platform (<https://doxy.me/dermntx>) which can be accessed via smartphone or any computer with a microphone and camera.



DERMATOLOGY
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DIPLOMATE, AMERICAN BOARD OF DERMATOLOGY
FELLOWSHIP-TRAINED MOHS SURGEON

- Disinfection – We have always prided ourselves on maintaining a clean, disinfected facility for our patients. During this time, we have increased our disinfection measures of the entire facility to ensure your safety.
- All of our employees involved in patient care will be wearing both masks and eye protection per CDC guidelines. This is being done for all patients regardless of risk factors for COVID-19. Please do not take offense, as we are avoiding handshakes.

We appreciate your cooperation with these measures in these uncertain times. Again, I want to personally reassure you that the safety of our patients is paramount. Certainly, these circumstances are not ideal, but we all have a collective duty as citizens to work together to get our great nation through this crisis and keep our healthcare system running to care for all diseases. If you have any questions or concerns about these policies, please call our office and we will be happy to discuss them. We are all remaining optimistic, and will continue in prayer for our patients and all of our families at this time.

With Regards,

Brent Spencer, MD, FAAD, FACMS