



Madison Medical Affiliates is here for you and your family with new precautions

At the start of the coronavirus (COVID-19) pandemic, it was critical to postpone physicals, checkups for chronic conditions, and elective surgeries. If you have a health need that you have been waiting to address, don't hesitate to call your Madison Medical doctor to help you plan when and how to take care of it. Many doctors can now see you in our clinics or online for regular visits and we are now rescheduling some procedures.

A promise to our valued patients

When you need care at Madison Medical Affiliates, our promise is to keep you safe while you're receiving it. That's true every day, and it has been a special focus throughout the challenges of the COVID-19 pandemic. We have changed the ways we provide care, both at our facilities and through new ways to see your doctor by phone or video. As events unfold, we will keep updating our services and procedures to make sure we are delivering care with caution.

Making our facilities safe for you and preventing exposure

We know you might still have concerns about coming into a doctor's office. You can rest assured that our facilities have implemented safeguards to minimize the exposure risks related to COVID-19 for our patients and our caregivers.

Our caregivers have courageously given their service and sacrifice during this time, and they remain the same doctors, nurses and staff who continue to come to work each day as we open our doors to you.

Please do not put off caring for your health. If you have a health concern, call us or use online care. If you have a chronic condition, call your primary care doctor. If you have a medical emergency or need immediate medical attention, Ascension emergency rooms are open and can see you urgently. *If you are experiencing a life-threatening emergency or difficulty breathing, go directly to the ER or dial 911.* Delaying medical care could impact your health.

To make in-person visits safe, we have put a number of safeguards in place for our caregivers and for you:

- **Screening.** All our employees and providers are screened before they come to work, using screening tools designed to ensure they are healthy and symptom-free before entering our facilities or providing care.
- **Cleaning and disinfecting.** Our environmental services teams perform rigorous disinfecting measures at all our facilities.
- **Universal masking.** All our employees and providers are required to wear masks at all times in our facilities. Patients are also asked to wear a cloth face covering when coming to our facilities.

- **Visitor Restrictions.** In March, we enacted visitor restrictions to protect our patients and staff. As our facilities begin to reopen, we are asking that visitors be limited to one person over the age of 18. Visitors are also asked to wear a cloth face covering.
- **Appointment scheduling.** We have staggered appointment times to reduce the number of patients with overlapping wait times. We have rearranged our waiting areas to limit interactions with others.
- **Offsite screening locations.** We are asking patients who have signs of respiratory illness to call ahead. We will then direct them to specialty care sites set up specifically for them. These separate sites will decrease the risk of infection at our sites of care.

Talk to a doctor and receive care without leaving your home

For routine or non-emergency needs, we have added more ways to access care online, on your phone or by video chat. Madison Medical doctors are now providing virtual (telehealth) visits so that you can stay at home and get the care you need. Call our office first to discuss whether a virtual visit is an option for your care.

We are here with you – we're not going anywhere

Madison Medical won't stop working to keep our communities healthy during this time and prevent the spread of infection while continuing to care for those who need us most.

We know this has been a difficult time to take care of your health and an even greater challenge for those who are responsible for the care and well-being of loved ones. Now and always, Madison Medical is here with you and your family.