Manalapan Medical Center (MMC)

And

Endocrinology Associates of NJ (EANJ)

\*\*Important Update on New Office Policies in Response to COVID-19 Pandemic\*\*

Dear Valued Patient,

As the Coronavirus continues to spread, MMC and EANJ are committed to your health and safety. We are constantly monitoring all developments and guidelines issued by the Centers for Disease Control (CDC), World Health Organization (WHO), as well as state and county health officials, and taking all necessary precautions.

**Please note: MMC and EANJ CANNOT perform testing for coronavirus on-site. We ask that you please visit your local emergency room or urgent care facility for evaluation if you feel you have been exposed to coronavirus and have a fever and cough, shortness of breath, or new onset of diarrhea. If you have a fever, respiratory symptoms, or new onset of diarrhea, please call our Manalapan office to schedule a telemedicine visit with one of our internal medicine physicians. If any patients arrive at one of our office locations and are displaying symptoms consistent with COVID-19 infection, they will be asked to schedule a telemedicine visit in lieu of an in-office visit.**

***In order to protect our patients, employees, and families, we are instituting the following new office policies effective 3/25/20:***

1. Only one (1) patient will be allowed in office common areas at a time with no more than two (2) patients allowed in the office at any time (for example, if one patient is being treated by one of our clinicians in an exam room, a second patient may simultaneously be in the phlebotomy room, but the two patients will not be in the waiting room at the same time).
2. If you are a patient who is scheduled for lab draws, when you arrive at one of our office locations, please call the office staff from your car and ask to be connected to the phlebotomist on duty. Let the phlebotomist know that you are outside and provide a call back number.
3. Our phlebotomist will call you back as soon as it is your time to come in, at which point you can proceed into our waiting room as you normally would.
4. Our phlebotomist will greet you in the waiting room (which will be empty of other patients and staff) and will be wearing all necessary protective equipment, including gloves and a protective mask.
5. Our phlebotomist will then escort you to the phlebotomy room to proceed with the blood draw, and will schedule a follow-up visit for you which will be conducted by your regular clinician via a telemedicine visit.
6. Our phlebotomist will then escort you out of the office and will provide you with a sanitizing cloth to wipe your hands as you leave.
7. Your only contact will be with your phlebotomist, you will have no other contact with any other of our staff.
8. Your regular clinician will conduct your follow-up as mentioned in Step #5 above to discuss your lab results and recommendations.

While these new policies will be directed by our dedicated staff, we ask that all patients make an effort to assist in complying with these guidelines, as they are in place to *protect all of us*.

If you have fever and a cough and have recently traveled to China, Hong Kong, South Korea, Japan, Italy, or Iran, or you have been exposed to someone potentially infected with the Coronavirus, please visit your nearest emergency room instead of scheduling an appointment at our office.

**What is coronavirus?**

Coronaviruses are a large family of viruses that are common in people and many different species of animals. COVID-19 Novel (meaning “new”) coronavirus is a virus strain that has only spread in people since December 2019. There are thousands of confirmed cases in China and additional cases being identified in a growing number of countries internationally, including the United States.

**How does novel coronavirus spread?**

The virus that causes COVID-19 probably emerged from an animal source, but now it seems to be spreading from person to person. Since this virus is very new, health authorities continue to carefully watch how this virus spreads. Other coronaviruses spread from an infected person to others through:

* The air by coughing and sneezing
* Close personal contact, such as touching or shaking hands
* Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes

**How can I prevent getting novel coronavirus?**

Currently there are no vaccines available to prevent novel coronavirus infections. Steps you can take to prevent spread of flu and the common cold will also help prevent coronavirus:

* Wash hands often with soap and water for at least 20 seconds. If not available, use hand sanitizer that contains at least 60% alcohol.
* Avoid touching your eyes, nose, or mouth with unwashed hands
* Avoid close contact with people who are sick
* Stay home while you are sick and avoid contact with others
* Cover your mouth and nose with a tissue or sleeve when coughing or sneezing
* Clean and disinfect frequently touched objects and surfaces

**How severe is novel coronavirus?**

People infected have had illness that has ranged from mild (like a common cold) to severe pneumonia that requires medical care in a hospital. So far, deaths have been reported mainly in older adults who had other health conditions.

**What are the symptoms?**

People who have been diagnosed with novel coronavirus have symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus. Symptoms may include fever, cough, and shortness of breath.

**How is novel coronavirus treated?**

There is no specific treatment for coronavirus. Most people with mild coronavirus illness will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications. However, some people develop pneumonia and need medical care or treatment in a hospital.

**For more information:**

New York Corona Virus Hotline Call 1-888-364-3065 for Information about Coronavirus

<https://www.nj.gov/health/cd/topics/ncov.shtml>

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

[www.cdc.gov/travel](http://www.cdc.gov/travel) for the latest travel guidance from the CDC