

Approved August 27, 2020 NGBC Management Committee

## **NGBC SAFETY PROTOCOLS - For our Patients:**

**During the continuing Covid-19 pandemic Neurology Group of Bergen County, P.A. continues to be focused on protecting your health and safety as well as that of our staff and physicians. To this end we have developed the protocols that are outlined below. Since this is a dynamic situation, such protocols will be periodically updated. As always, you may contact our office directly at 201.444.0868 should you have any questions or concerns.**

### PRIOR TO YOUR VISIT:

#### 1- Screening questions:

- When scheduling an appointment you will be screened for COVID-19 symptoms (fever, cough, shortness of breath), and for exposure to patients with confirmed illness. If you screen positive for symptoms, or have been exposed to a confirmed COVID patient in the past 2 weeks, you will not be able to physically come to the office at this time. You will be offered a Web-visit.

- According to NJ state guidelines, you will be asked about your recent travel history and required to comply with current and evolving quarantine guidelines.

-You will also be asked screening questions for your infection risk (high risk factors include age >65, lung disease/asthma, heart condition, immune compromise, severe obesity with BMI >40, diabetes, chronic kidney disease, and liver disease). High risk patients are recommended to minimize exposure by scheduling a Web visit with one of our physicians. However, if medically necessary and at your discretion, you may schedule an appointment to be seen in the office or to undergo a diagnostic study.

- Patients residing in long term facilities cannot be seen physically at our office at this time.

#### 2- Patient forms:

You will be required to *fill in and e-mail* back to us the *New Patient forms* and a *copy of your insurance card* **prior** to your appointment.

Forms can be found on our website [www.neurobergen.com](http://www.neurobergen.com) and should be emailed to us at [newpatientinfo@neurobergen.com](mailto:newpatientinfo@neurobergen.com).

If you are unable to complete these forms as above, the forms can be mailed to you to be completed at home and *mailed back to us prior to a Web-visit (along with a copy of your insurance card).*

**We must have your forms prior to your visit or you will not be seen.**

3- Personal protection:

You need to come to the office wearing your own mask, and to come alone unless it is necessary to have someone with you. In that case please come with only one other person who must also wear a mask.

DO NOT WEAR MASKS WITH A RESPIRATOR VALVE.

4- Reminder call:

You will be asked screening questions again the day before the appointment during a reminder call. We will ask you again about any covid-19 symptoms, remind you to come to our office with a mask, and to, preferably and if possible, come alone.

ON THE DAY OF YOUR VISIT:

- 1- On the day of your appointment and when you arrive at our parking lot, you will call 201-444-0868, extension-----. You will provide the operator your name and the cell phone number that we may use to reach you while you *wait in your car* for a return call from us.
- 2- Our Medical Assistant will call you and obtain general medical information from you by phone, to minimize the amount of time you will need to physically spend in our office.
- 3- Our Medical Assistant or Technician will notify you when we are ready for you to come upstairs. You will be reminded to wear your personal mask.
- 4- You will be instructed to meet them by the elevator on the second floor. Please have your mask on. You will have your temperature taken and be screened again for COVID-19 symptoms. In case of positive symptoms or signs of an active infection, you will need to reschedule your visit.
- 5- Once cleared you will be asked to wash your hands in the public restroom before being escorted into a sanitized exam or testing room.
- 6- If you are seeing a physician, our Medical Assistant will take your blood pressure and pulse.
- 7- After you see your physician or have a test you will be directed out of our office.
- 8- Any testing or follow up that needs to be scheduled will be done via a telephone call with one of our Medical Secretaries after you return home.