

TALLAHASSEE
ALLERGY, ASTHMA & IMMUNOLOGY
SPECIALIZING IN ADULT AND PEDIATRIC ALLERGIC DISORDERS

BRIAN G. WILSON, M.D.
NARLITO V. CRUZ, M.D.

March 11, 2020

To: TAAI Staff and Patients

RE: COVID-19 Virus

Dr. Cruz and I have been monitoring and trying to make sense out of the rapidly evolving and changing recommendations from the CDC, Leon County Health Department and other governmental agencies in regards to our response to the COVID-19 virus. This is a very complicated issue that is being influenced by medical personnel, politicians, administrators and others and there simply is no easy answer. To make things worse, recommendations are literally changing by the hour.

These recommendations have to be considered in light of the fact that we serve some of the patients who are at the most risk from the COVID-19 virus, namely asthmatic patients and immunodeficiency patients. We have a responsibility to make every effort to provide a safe environment for our patients as well as our staff. As such, we are obligated to follow the recommendations being issued by the public health authorities.

To achieve these goals, we will be implementing some strict new policies immediately in accordance with current travel and health recommendations

- Observe best practices regarding frequent hand washing with soap (BEST) or use of hand disinfectants (OK) before and after every patient
- Frequent cleaning and disinfecting exam rooms and other areas of the office
- Stay home from work if you are showing signs and symptoms of any viral illness. Employees will be expected to call and discuss their symptoms with either Dr. Wilson or Dr. Cruz directly to assess their risk as soon as possible
- Signs will be posted outside the office and notices placed on our website and social media sites instructing patients exhibiting signs/symptoms of a viral illness or those with an immediate family member or close contact with someone who is or may be sick, not to enter the office. They will be instructed to call the office before entering so that their particular situation can be assessed and we can determine whether or not they can enter. **Cancellation fees WILL NOT be charged** to these patients and we will make every effort to serve them over the phone or via telemedicine if that option becomes viable.
- **Cancellation fees will be waived** for any patients who call to cancel an appointment due to symptoms of or risk factors for COVID-19 infection, even if done within the normal 24-hour deadline

TALLAHASSEE

ALLERGY, ASTHMA & IMMUNOLOGY

SPECIALIZING IN ADULT AND PEDIATRIC ALLERGIC DISORDERS

BRIAN G. WILSON, M.D.
NARLITO V. CRUZ, M.D.

- Current CDC Travel Recommendations are as follows:
 - If you were on a cruise in the past 14 days:
 - Monitor your health and limit interactions with others for 14 days after returning to the United States.
 - If a case of COVID-19 was reported on your ship during the cruise, stay home during these 14 days and practice social distancing.
 - Stay home if you feel sick with fever, cough, or have trouble breathing and call ahead before you seek medical care
 - Seek medical advice. Call ahead before going to a doctor's office or emergency room. Tell them about your recent travel and your symptoms.
 - Do not travel while sick.
 - Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
 - Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol. Soap and water should be used if hands are visibly dirty.
 - In addition, within the last hour, a 30 day travel ban to Europe has been enacted to restrict any and all travel between the United States and Europe effective 3/13/20

Beginning 3/23/20, ALL PATIENTS & STAFF will be screened for history of travel to Europe, Asia and Cruises to any location. Anyone having returned to the United States within the previous 14 days will not be allowed into the office. This rule will be enforced regardless of whether they are displaying symptoms or not.

These policies will undoubtedly result in inconvenience to all of us, both patients and staff. They are not being taken lightly and have been carefully considered and debated. We ask for your patience and cooperation as we all work to achieve a balance between serving and protecting our patients and staff.

We will continue to monitor this evolving situation closely and reserve the right to alter, amend, expand or resend these policy as needed.

Narlito V. Cruz, MD

Brian G. Wilson, MD