**COVID-19 Policy and Guidelines**

Hardy House appreciates your cooperation and flexibility shown during the COVID-19 crisis. As we emerge into the later phases of the pandemic, we will continue to update you on our office processes. We will continue our modified office hours throughout the summer months Monday – Saturday, 8:00 am – 1:00 pm while remaining closed on Tuesdays and Sundays. We will turn no patients away so please let us know if you need special scheduling. We are limiting the number of patients in the office at one time so please make appointments online or call the office at 901-748-5308. We are also available on the after-hours line at 901-633-5826.

Due to current public health circumstances, most insurers are covering telemedicine visits. Please be sure to check with your insurance plan to verify.

**COVID-19 Testing**

We will now offer COVID-19 testing by appointment only. If you require testing **please remain in the car and call the clinic upon arrival at 901-748-5308**. **Masks are required and will not be provided**. We will perform most of the intake process over the phone. We offer the nasal swab test which is more comfortable than the nasopharyngeal swab. This test detects if you are positive or negative for COVID-19. We also offer serum testing which detects antibodies against SARS-COV-2 in the blood. This test detects if you have been exposed to COVID-19 in the past. The COVID-19 nasal swab is covered by most insurance carriers. The CARES Act may also cover COVID-19 testing for those who are not insured. Please call the office for questions or concerns.

**In-Office Visits**:

**All patients and visitors are required to wear a mask during their visit.** Patients or anyone entering the building will have their temperature taken and be screened for COVID symptoms. We ask all patients to come alone or with one caretaker, when necessary. In-Office Visits will be rescheduled if anyone display COVID-19 related symptoms.

**How can you help minimize risk during this process?**

* Please wear a face mask during the check in process and throughout your office visit. Homemade masks are acceptable. Due to mask shortages, we are unable to supply masks to patients and guests, but they are required for your appointment.
* Please do not drop by the office, without notification, for any reason without a scheduled appointment.
* Please call, email, or use the patient portal to contact us with any questions or concerns.
* Please complete and submit all required paperwork or insurance updates online at least 24 hours prior to your visit.
* Strict social distancing for staff and patients, when possible.
* Please refrain from using cash or checks for payment, when possible. Card transactions are preferred.

**In addition to the above measures, what precautions and safety measures is Hardy House taking to minimize any risks to our patients and staff?**

* Minimal contact check-in and check-out procedures
* Reduced schedule to minimize time and number of patients in the office
* COVID-19 risk screening of all patients by phone prior to appointment
* Temperature checks for all patients prior to entering the reception area
* Repeat COVID-19 risk screening of all patients during visit
* Daily COVID-19 risk screening of all employees prior to entering our workspace
* Daily temperature checks of all employees prior to entering our workspace
* All staff will practice frequent hand washing and hand sanitizing
* All staff will wear gloves when contacting patients
* All staff will wear face masks
* Surfaces and workspaces will be sanitized at frequent intervals
* Exam room surfaces will be sanitized between each patient visit
* Building common areas will be sanitized at frequent intervals