

May 28, 2020 COVID-19 Update:

The safety and health of our patients, community and staff at Diagnostic Radiology Associates (DRA) remain our number one priority especially now that businesses are beginning to reopen. DRA has begun performing nonessential exams again and have put into place the following protocols to assure anyone who enters our facility is appropriately screened.

- 1) DRA will not be accepting any walk-in patients. Please call our office at 203-756-8911 in order to be prescreened prior to booking an appointment or entering our facilities.
- 2) All scheduled patients are screened for COVID-19 symptoms over the phone.
- 3) We have a clinically trained staff member who is greeting every patient before they enter our facilities. These staff members evaluate every patient to assure they have a face covering, ask every patient if they have an appointment, screen every scheduled patient again for Covid 19 symptoms and check their temperatures. Every patient will be offered hand sanitizer at the door. These clinically trained staff members also constantly monitor the number of patients in our facilities to assure social distancing. They also clean high touch surfaces throughout the office 2-3 times per hour.
- 4) Questions asked during the screening process are:
 - a. Have you had a fever or chills?
 - b. Have you had a cough?
 - c. Have you had a sore throat, congestion or runny nose?
 - d. Have you had any shortness of breath?
 - e. Have you had a recent loss of taste or smell?
 - f. Have you had fatigue, muscle or body aches?
 - g. Have you had any nausea or vomiting or diarrhea?
 - h. Do you have an unexplained headache?
 - i. Have you been in close contact with anyone known to have COVID 19?
- 5) If you don't have an appointment or fail the screening process you will be asked to return to your car and call our office for further instructions.
- 6) Any patient who does not comply with our strict protocols will be asked to reschedule their appointment to a later date.
- 7) We have expanded the appointment time slots of our exams to allow for social distancing in our facilities and adequate time to clean our exam rooms between patients.
- 8) Patients can also call our office when they arrive in the parking lot and check in over the phone. We will then text or call you when we are ready to take you from the parking lot directly into the exam room.
- 9) No Guests will be permitted to accompany patients during outpatient testing/procedures.
 - a. Exceptions include the following where one (1) caregiver may be accompany the patient during their outpatient test/procedure. Caregivers must be healthy and over the age of 18:
 - i. To accompany a patient who is a minor.
 - ii. Where a patient is otherwise unable to communicate, or make decisions, or ambulate on their own.
 - iii. For Obstetrical Ultrasound procedures.
 - iv. Any patient that will receive sedation or other procedures that would affect the patient's cognitive ability.
 - b. Families and caregivers are asked to remain in their car and not enter our facility unless absolutely required, as described above.
- 10) All our staff is screened every morning for Covid 19 symptoms, and their temperatures are taken.

- 11) Any staff that has any signs of illness are asked to stay home.
- 12) All our staff are wearing masks and maintaining six feet distance from one another.
- 13) All our surfaces are cleaned multiple times throughout the day.

As Connecticut begins to reopen, DRA wants to assure our patients, community and staff that we are doing our best to help eliminate the spread of COVID 19 virus by following all the CDC and state guidelines in order to continue to provide the safest and highest quality care.

DRA

March 25, 2020 COVID-19 Update:

The safety and health of our patients, community and staff at DRA are very important to us at all times especially during the current outbreak of the COVID-19 virus. Therefore, we are taking the following precautions and evaluating them daily in order to assure they comply with CDC and government regulations.

- 1) DRA will not be accepting any walk-in patients. Please call our office at 203-756-8911 in order to be prescreened prior to booking an appointment or entering our office.
- 2) Signs have been placed at all our patient entrances asking patients to return to their car and please call the office if they answer yes to any of the following questions: Do you have a fever, cough or respiratory issue? Have you traveled in the last two weeks? Have you been in direct close contact with a person confirmed with COVID-19?
- 3) DRA has canceled all non-essential exams until further notice.
- 4) We have made every effort to practice social distancing in the waiting room by modifying our appointment schedule. Once checked in you can choose to wait in your car and we will call you when we are ready to take you in for your exam.
- 5) We have increased the frequency of office cleaning and disinfecting of all our patient and staff areas.

DRA wants to assure our patients, community and staff that we are doing our best to help eliminate the spread of COVID 19 virus by following all the CDC and state guidelines in order to continue to provide the safest and highest quality care.

Thank you for your understanding and patience during these unprecedented times.

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